
# Xtend Call Center Solutions

## User Manual

# CONTENTS


1. About Xtend Call Center Solutions............................................5
2. System Requirements and Recommendations.......................... 6
    2.1. Server System Configuration............................................ 6
    2.2. Client System Configuration..............................................6
    2.3. Storage Plan Overview..................................................... 7
3. Device Configuration............................................................. 8
4. Browser Interface...................................................................11
5. Call Center: Menus and Submenus...........................................12
    5.1. Process Status.........................................................12
        5.1.1. Process Status - Submenus................................. 12
            5.1.1.1. Live Calls.............................................. 12
            5.1.1.2. Active.....................................................12
            5.1.1.3. Inactive.................................................13
            5.1.1.4. In Queue............................................... 14
            5.1.1.5. Active Configuration............................. 14
    5.2. Process.................................................................... 15
        5.2.1. Process - Submenus..............................................15
            5.2.1.1. Process..................................................15
            5.2.1.2. Add Data...............................................24
            5.2.1.3. Features.................................................26
            5.2.1.4. Configuration........................................30
            5.2.1.5. Agent Mapping......................................32
            5.2.1.6. Process Mapping................................... 33
            5.2.1.7. Custom Fields........................................34
            5.2.1.8. DND.......................................................38
            5.2.1.9. Deleted...................................................40
    5.3. Active Reports.......................................................... 40
        5.3.1. Active Reports - Submenus................................. 40
            5.3.1.1. Data…....................................................40
            5.3.1.2. Process Logs..........................................45
            5.3.1.3. Dialed Logs.......................................... 47

5.4. Passive Reports....49
5.4.1. Passive Reports - Submenus.... 49
5.4.1.1. Data....49
5.4.1.2. Process Logs....51
5.4.1.3. Dialed Logs.... 52
5.5. Process Reports....53
5.5.1. Process Reports - Submenus.... 53
5.5.1.1. Summary....54
5.5.1.2. Productivity....57
5.5.1.3. Answered Statistics....58
5.5.1.4. Abandoned Calls....60
5.5.1.5. Dropped Calls....61
5.5.1.6. Export Logs....62
5.6. Agent Reports.... 63
5.6.1. Agent Reports - Submenus....63
5.6.1.1. Search Logs....63
5.6.1.2. Call Logs.... 64
5.6.1.3. Summary....67
5.6.1.4. Occupancy.... 70
5.6.1.5. Abandoned List....71
5.6.1.6. Hourly Summary....72
5.7. Supervision....73
5.7.1. Supervision – Submenus....73
5.7.1.1. Dashboard ....74
5.7.1.2. Process....75
5.7.1.3. Agent Monitoring....76
5.7.1.4. Supervisor - Login ....77
5.7.1.5. Agents - Logout....78
5.8. Email....78
5.8.1. Email Settings....78
5.8.2. Email.... 79
5.9. Administration.... 79
5.9.1. Administration – Submenus....79
5.9.1.1. User Account.... 79

5.9.1.2. Break Reasons 89
5.9.1.3. Shuffle Pool 90
5.9.1.4. Auto Upload 90
5.9.1.5. Auto Download 91
5.9.1.6. Skills 92
5.9.1.7. Phonebook 93
5.9.1.8. Call Transfer List 94
5.10. System Logs 95
5.10.1. System Logs - Submenus 95
5.10.1.1. Error/Info 95
5.10.1.2. Session 96
5.10.1.3. Snoop 98
5.11. Configuration 98
5.11.1. Configuration - Submenus 98
5.11.1.1. Wave Paths 98
5.11.1.2. Backup Wave Path 99
5.11.1.3. Devices 99
5.11.1.4. Trunks 99
5.11.1.5. General Settings 100
5.11.1.6. IP Mapping 101
5.12. Manage Device 102
5.12.1. Manage Device - Submenus 102
5.12.1.1. Start 102
5.12.1.2. Shutdown 103
6. Contact Us 104

# COPYRIGHT NOTICE

# 1. About Xtend Call Center Solutions

Xtend Call Center Solutions is a computer-based application program designed to automate the inbound/outbound calls in an organisation. The cost-effective communication toolkit manages the call center peak loads through efficient call handling, Interactive Voice Response System (IVRS), Automatic Call Distribution (ACD), Campaign Management, Voice Recording, Conferencing and much more. The product also has an in-built call transfer facility that guides the caller to an operator for an elaborate assistance when required. Due to automatic handling and call transfer, it saves the time of call center service personnel to a large extent, thus enabling the support staff to work more effectively. The system can drive down the complete cost with automatic dialing as it utilises calculated amount of time while attending the calls. These results in overall productivity with perfect control over call operations in an organisation.

The Call Center implements a user-friendly web interface that allows configuring and prioritising multiple processes targeted for different purposes. Xtend Call Center Solutions serves as a powerful telemarketing tool to promote the company products, brands and offers in different languages. Xtend Call Center comprises of full-fledged outbound call management capabilities that ensures smooth delivery of information to an immense group of customers within fraction of seconds.

## Salient Features

- Web-based administration interface
- IVR and automatic call distribution
- Call routing, queuing status and auto-callback
- Real-time agent and call monitoring
- Proportional routing of outgoing calls
- Queue position play, voicemail and call recording
- Free seating of agents
- Easy login access with agent session reports
- Auto-logout for unavailable agents
- Screen popup with CRM data updation
- Advanced call reports with export to CSV format
- Call reports on daily/hourly basis
- Detailed reports on the basis of total agents
- Extensive search options for call data retrieval
- Integration with existing CRM applications
- Auto-dialer with multiple process management
- DND management on outbound/inbound calls
- Full-fledged process activity reports
- Upload data in CSV/XLS Format

# 2. System Requirements and Recommendations

To use Xtend Call Center on a Windows-based PC, you must have at least the following:

## 2.1. Server System Configuration

**Minimum:**

| | | |
|---|---|---|
| Operating System | - | Windows Server 2012, Windows Server 2008, Windows 7/10 |
| Browser | - | Internet Explorer 11 or above |
| Processor Type & Speed | - | Intel Quad Core, 2.5 GHz or more |
| Memory | - | 4 GB or more |
| Hard Disk Space | - | Maintain Primary and Secondary Hard Disk<br>Primary Hard Disk >= 1 TB<br>Secondary Hard Disk >= 1 TB |
| LAN | - | Gigabit Ethernet Controller |

**Recommended:**

| | | |
|---|---|---|
| Operating System | - | Windows Server 2012, Windows Server 2008, Windows 7/10 |
| Browser | - | Internet Explorer 11 or above |
| Processor Type & Speed | - | Intel Xeon/Quad Core, 2.5 GHz or more |
| Memory | - | 4 GB or more |
| Hard Disk Space | - | Maintain Primary and Secondary Hard Disk<br>Primary Hard Disk = 1 TB<br>Secondary Hard Disk = 1 TB |
| LAN | - | Gigabit Ethernet Controller |

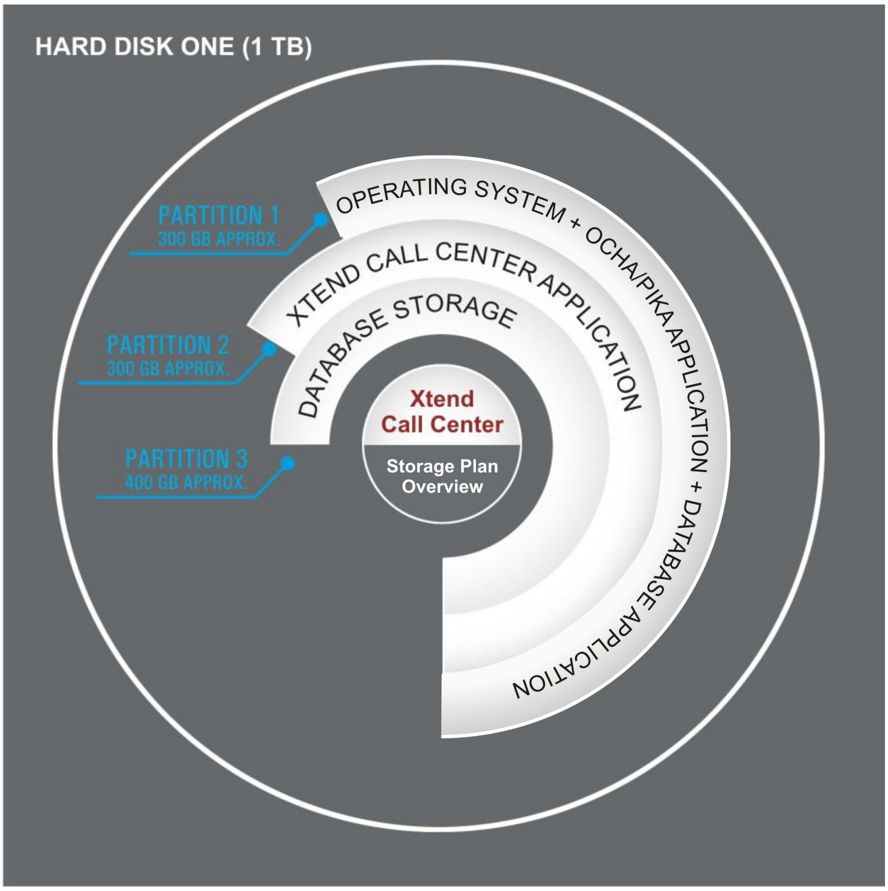
## 2.2. Client System Configuration

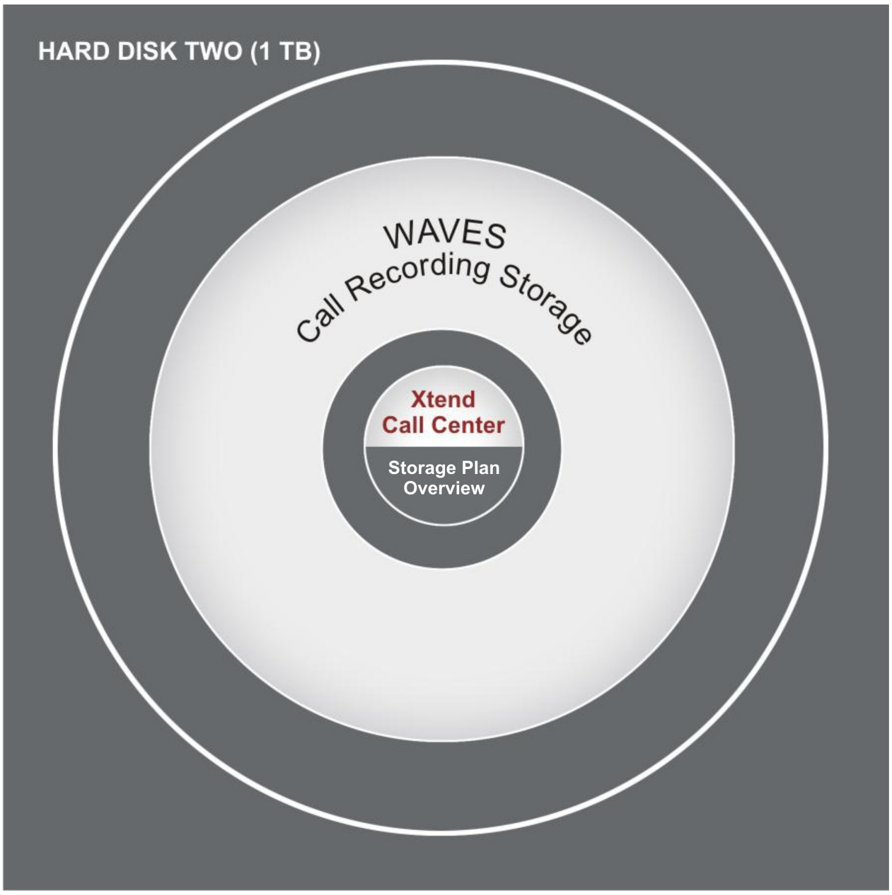
| | | |
|---|---|---|
| Operating System | - | Windows XP or above |
| Browser | - | Internet Explorer 11 or above |
| Processor Type | - | Intel Pentium or AMD Processor, 2.0 GHz or more |
| Memory | - | 1 GB or more |
| LAN | - | Ethernet Controller |
| Headset | - | Any standard headset with microphone |
| Sound | - | Motherboard integrated or separate PCI sound card |

IMPORTANT: Server system and Client system should be on a local network. If the network connectivity is VPN, then the speed of the network connection towards each Agent PC should be 256 Kbps or above. PCI Express Slot and USB Port is required for the installation of the Call Center. Headset should be of good quality.

***Note:*** *The minimum system requirements mentioned here shall vary based on the actual user requirements.*

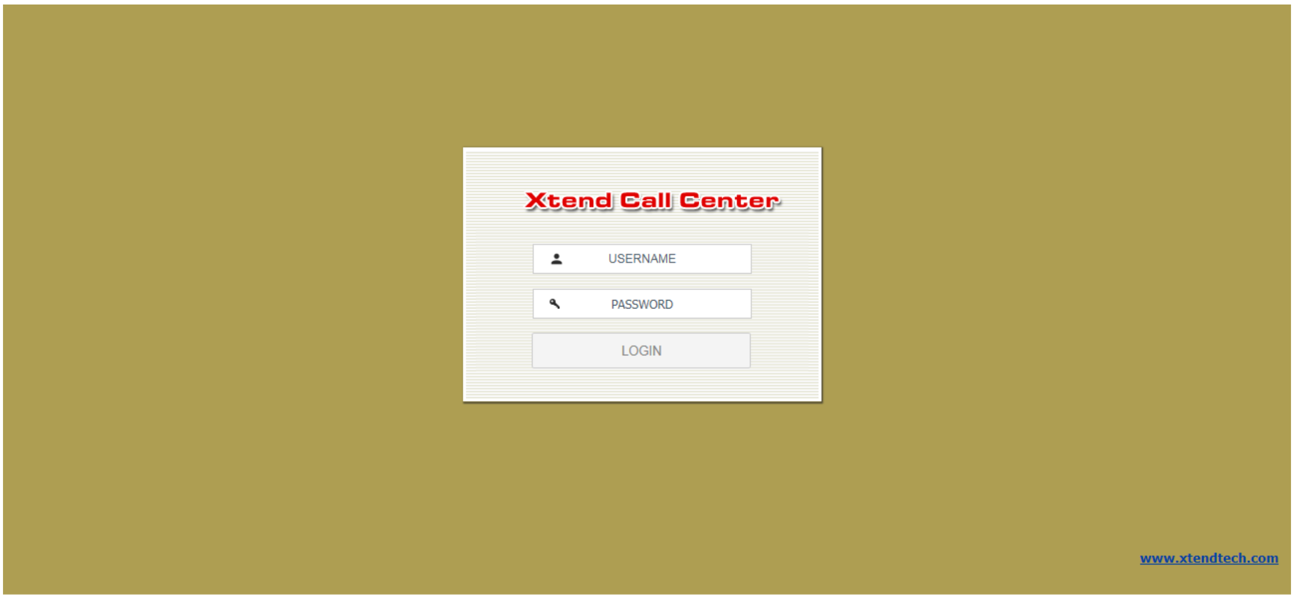
## 2.3. Storage Plan Overview



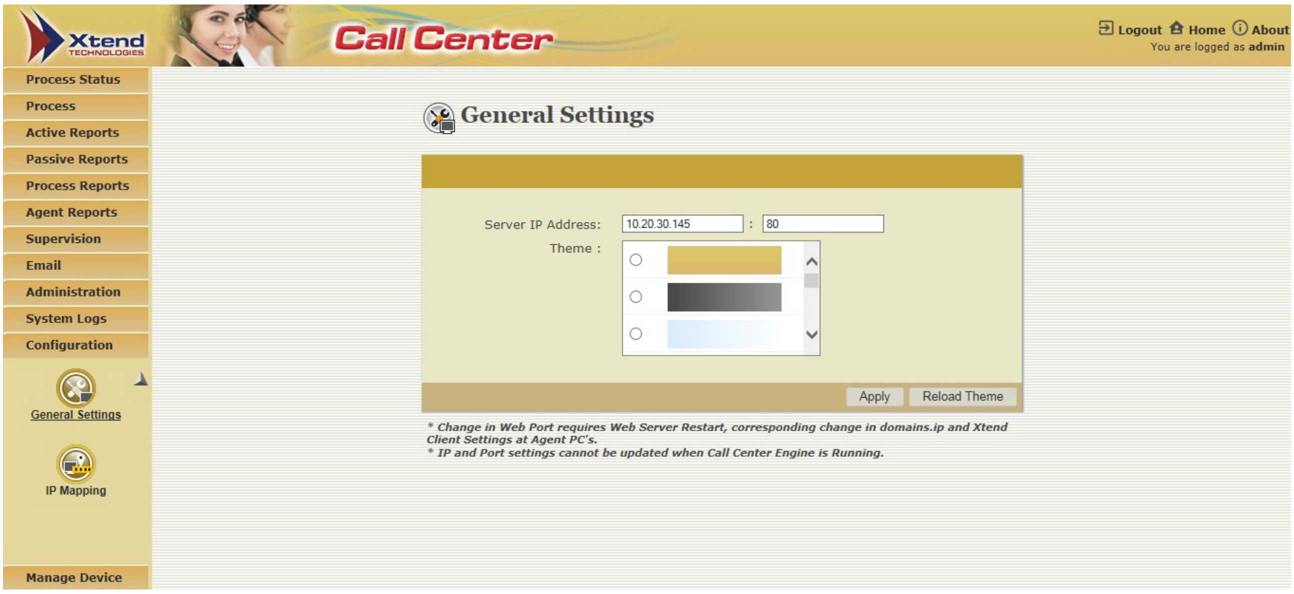



# 3. Device Configuration

Select **Start → Programs → Xtend Call Center → Login** to access the web interface of Xtend Call Center. Login page appears for user authentication. Enter the username and password as "admin" and click ***Login***.

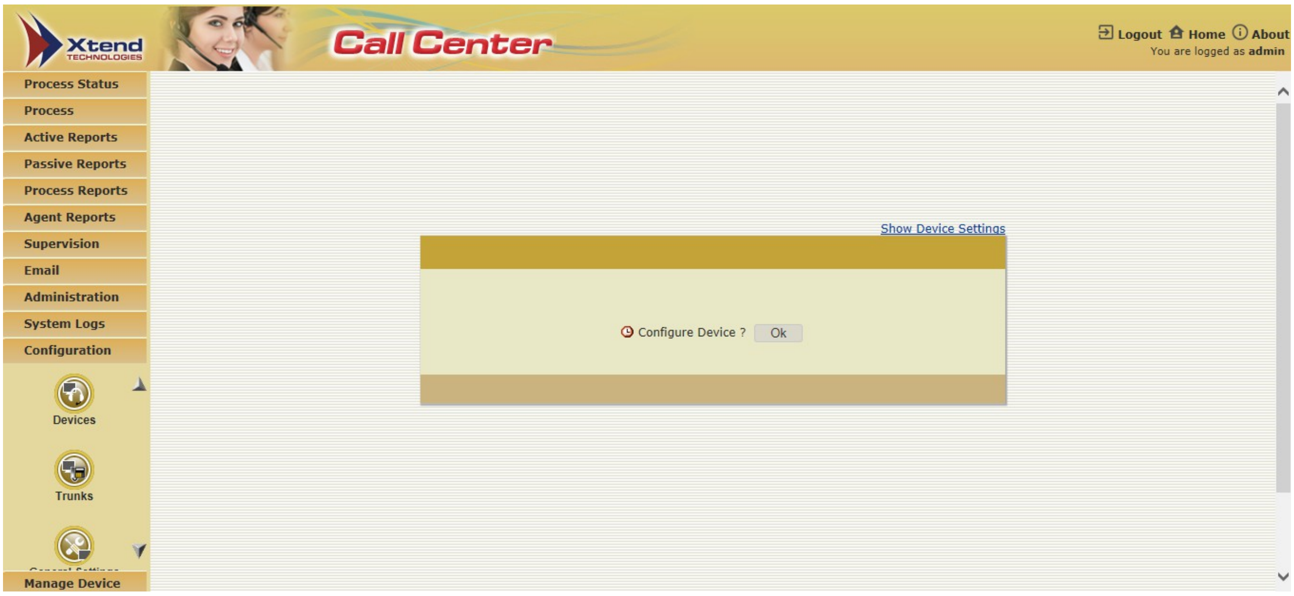



On first login, 'General Settings' prompts the user to provide the Server IP details as shown below.




Here we have an option to change the theme from a given set of options. Select the required theme option and click ***Apply*** and then click ***Reload Theme*** so as to make the change.

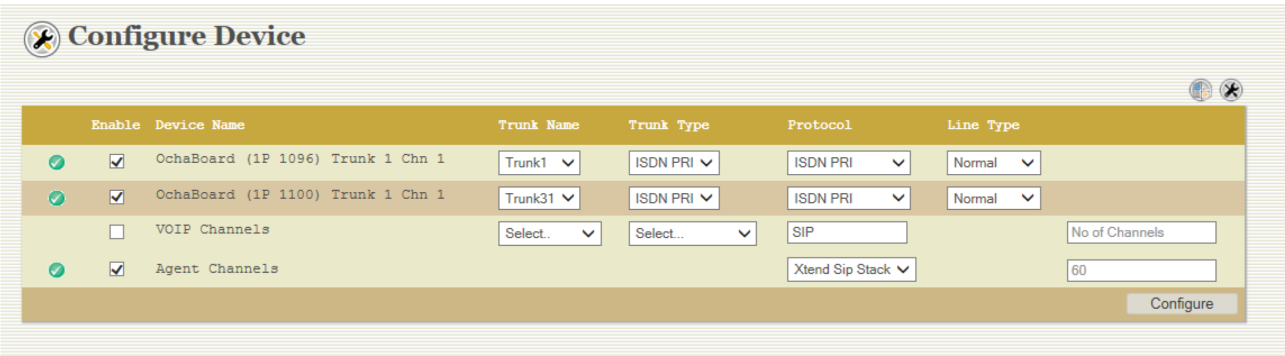
After the initial installation of Xtend Call Center software, the user will be prompted to configure the device. Click ***Ok*** to continue.



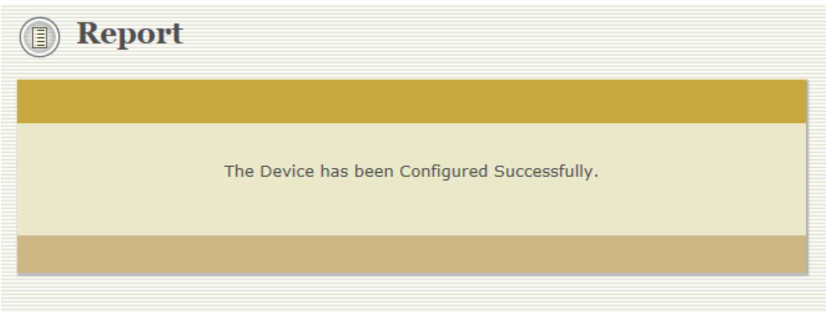

The list of available devices is shown in the "Configure Device" window. Enable the checkbox corresponding to the opted "Device Name", select the "Trunk Name" and "Trunk Type".

To configure the Call Center System with VoIP channels, user can enable the checkbox corresponding to "VoIP channels", set the trunk name as "VoIP Trunk", select "Xtend SIP Stack" as the trunk type and enter the "Number of SIP channels purchased".

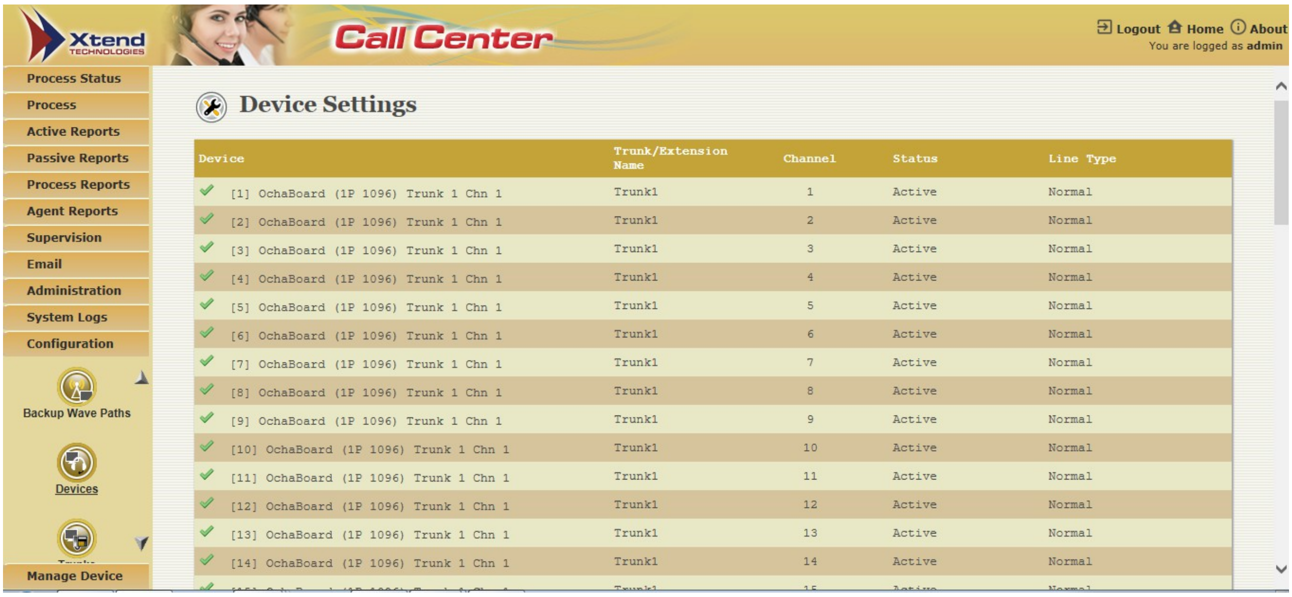
For agent licensing, enable the checkbox corresponding to "Agent Channels" and set the protocol as "Xtend Sip Stack". Specify the number of agent licenses purchased for call handling and click ***Configure*** to complete the device configuration.




Message appears as "The Device has been Configured Successfully".



Click "Show Device Settings" to view the information in the **Device Settings.** This includes **"Device"**, **"Trunk/Extension Name"**, **"Channel"**, **"Status"** and **"Line Type"**.



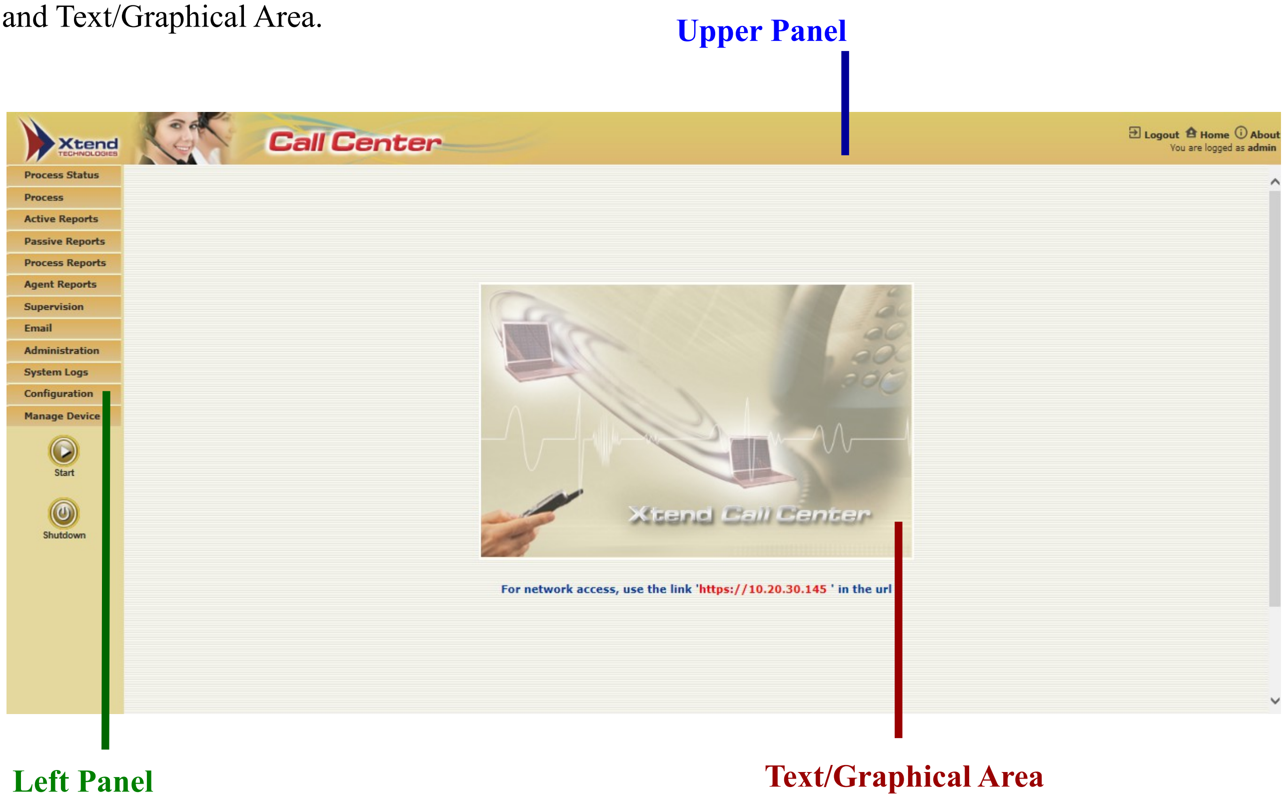

| Device | Trunk/Extension Name | Channel | Status | Line Type |
|---|---|---|---|---|
| [1] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 1 | Active | Normal |
| [2] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 2 | Active | Normal |
| [3] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 3 | Active | Normal |
| [4] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 4 | Active | Normal |
| [5] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 5 | Active | Normal |
| [6] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 6 | Active | Normal |
| [7] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 7 | Active | Normal |
| [8] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 8 | Active | Normal |
| [9] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 9 | Active | Normal |
| [10] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 10 | Active | Normal |
| [11] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 11 | Active | Normal |
| [12] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 12 | Active | Normal |
| [13] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 13 | Active | Normal |
| [14] OchaBoard (1P 1096) Trunk 1 Chn 1 | Trunk1 | 14 | Active | Normal |

This finishes the device configuration of Xtend Call Center Solutions. The various features of browser interface are discussed in the next sections.

# 4. Browser Interface

Xtend Call Center has an easy-to-use browser interface that displays complete call details like caller/called number, date, time, duration, etc. User can access the browser interface from a remote PC or Laptop to monitor real-time calls.

**Home Page:** The browser interface can be subdivided into three sections - Upper Panel, Left Panel and Text/Graphical Area.




<u>**Upper Panel**</u>

| Icons | Description |
|---|---|
| Logout | Allows to logout from Xtend Call Center. |
| Home | Allows to view the Home Page. |
| About | Displays the version related information of Xtend Call Center. |

<u>**Left Panel**</u>

The menus and submenus are displayed on the Left Panel. The menu items comprises of **Process Status**, **Process**, **Active Reports**, **Passive Reports**, **Process Reports**, **Agent Reports**, **Supervision**, **Email, Administration**, **System Logs, Configuration** and **Manage Device**.

<u>**Text/Graphical Area**</u>

Text/Graphical Area displays the information depending on the selected menu or submenu from the Left Panel.

# 5. Call Center: Menus and Submenus

## 5.1. Process Status

This menu gives the real-time status of individual processes.

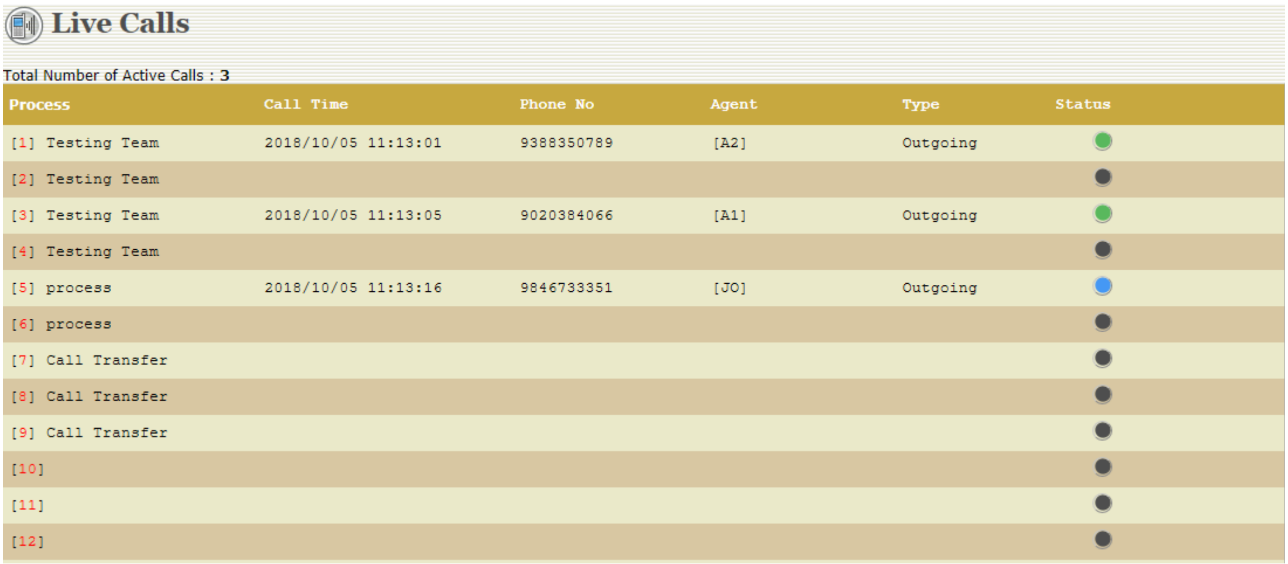
### 5.1.1. Process Status-Submenus

This menu comprises of the following submenus: Live Calls, Active, Inactive, In Queue and Active Configuration. These are briefly explained below:

#### 5.1.1.1. Live Calls


This submenu shows the real-time call-based information of all the processes along with **"Process"**, **"Call Time"**, **"Phone No."**, **"Agent"**, **"Type"** and **"Status"**. In addition, the count of total active calls are also displayed. Snoop/whisper/barge-in options are available for a Supervisor having web snooping privilege.

When a call is initiated, be it an incoming or outgoing, the status will turn blue and when the call gets connected, the status will turn green (shown in the below image).

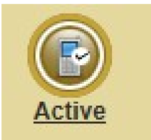


Live Calls

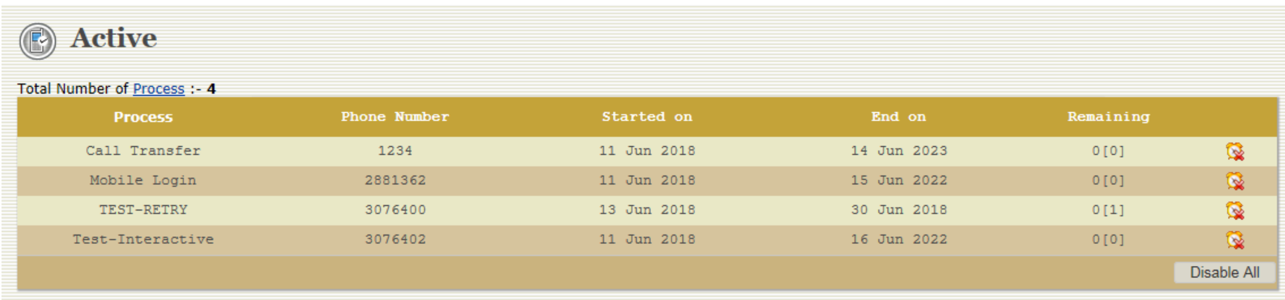
Total Number of Active Calls : 3

| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | 2018/10/05 11:13:01 | 9388350789 | [A2] | Outgoing | |
| [2] Testing Team | | | | | |
| [3] Testing Team | 2018/10/05 11:13:05 | 9020384066 | [A1] | Outgoing | |
| [4] Testing Team | | | | | |
| [5] process | 2018/10/05 11:13:16 | 9846733351 | [JO] | Outgoing | |
| [6] process | | | | | |
| [7] Call Transfer | | | | | |
| [8] Call Transfer | | | | | |
| [9] Call Transfer | | | | | |
| [10] | | | | | |
| [11] | | | | | |
| [12] | | | | | |

#### 5.1.1.2. Active




This submenu shows the processes that are currently active. The details of active process include **"Process"**, **"Phone Number"**, **"Started on"** (date), **"End on"** (date) and **"Remaining"**. The total count of active processes are displayed at the top.



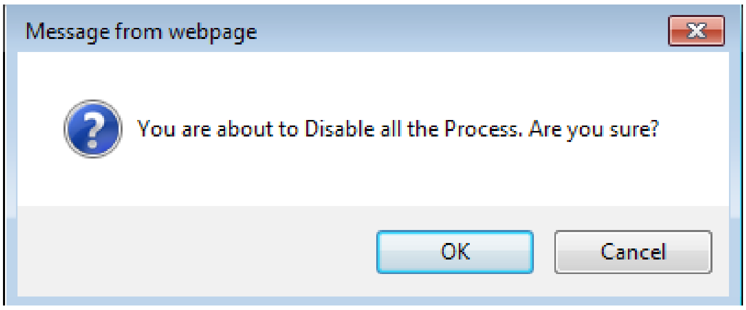
Active

Total Number of Process :- 4

| Process | Phone Number | Started on | End on | Remaining |
|---|---|---|---|---|
| Call Transfer | 1234 | 11 Jun 2018 | 14 Jun 2023 | 0[0] |
| Mobile Login | 2881362 | 11 Jun 2018 | 15 Jun 2022 | 0[0] |
| TEST-RETRY | 3076400 | 13 Jun 2018 | 30 Jun 2018 | 0[1] |
| Test-Interactive | 3076402 | 11 Jun 2018 | 16 Jun 2022 | 0[0] |

Disable All

Click ***Disable All*** to disable the listed active processes.

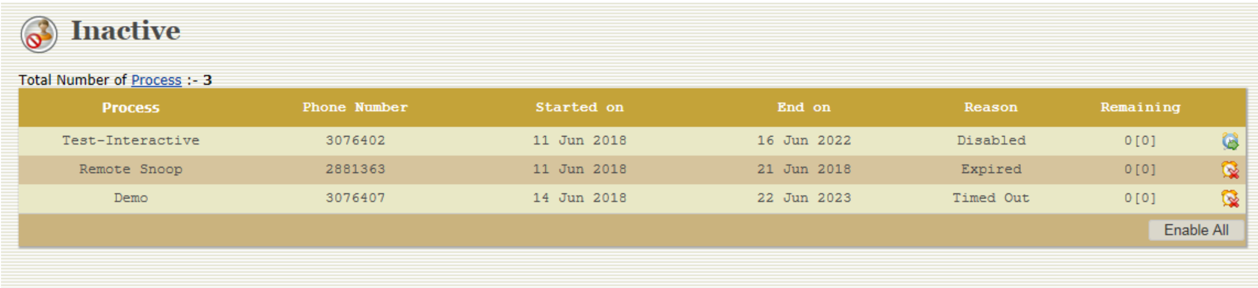



**Pause Running:** Allows to disable the process individually that are currently in running mode. On click, a prompt asking confirmation to disable the process appears as shown above. Click ***OK*** to confirm. *(This icon has the same functionality throughout.)*

### 5.1.1.3. Inactive


This submenu shows the details of processes that are currently not running in the Call Center System. Information within inactive module includes **"Process"**, **"Phone Number"**, **"Started on"**, **"End on"**, **"Reason"** and **"Remaining"**.

Total count of inactive processes are displayed at the top.



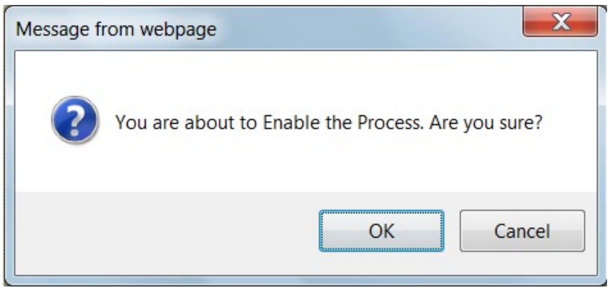
Inactive

Total Number of Process :- 3

| Process | Phone Number | Started on | End on | Reason | Remaining | |
|---|---|---|---|---|---|---|
| Test-Interactive | 3076402 | 11 Jun 2018 | 16 Jun 2022 | Disabled | 0[0] | |
| Remote Snoop | 2881363 | 11 Jun 2018 | 21 Jun 2018 | Expired | 0[0] | |
| Demo | 3076407 | 14 Jun 2018 | 22 Jun 2023 | Timed Out | 0[0] | |

Enable All

Any process that has already ended on an earlier date, i.e., if **"End on"** date is over, it shall be indicated as **"Expired"**, as shown in the above image for the process named **"Remote Snoop"**. Any process that the schedule time is over is indicated as **"Timed Out"**, as shown above for the process **"Demo"**. Other processes are in inactive state. To enable these processes, edit the process and change the end date to an upcoming date and check the schedule time. To enable this inactive process, click the icon  on the right side. A prompt appears to ensure about the enabling of the process. Click ***OK*** to confirm.



### 5.1.1.4. In Queue


This submenu shows the processes that are presently in queue (i.e. the process has not been initiated as it was configured for a later date) along with the start and end dates. This process details include **"Process"** (name), **"Phone number"**, **"Starts on"** (date and **"Ends on"** (date).

**In Queue**

| Process | Phone Number | Starts on | Ends on | |
|---|---|---|---|---|
| TESTINC | 2881366 | 30 Jun 2018 | 30 Jun 2020 | |
| TestOutg | 2881367 | 30 Jun 2018 | 27 Jun 2023 | |

### 5.1.1.5. Active Configuration

This submenu gives the information about the configured processes that includes **"Process Name"**, **"Starts On"** (date), **"Ends On"** (date), **"Channel From"**, **"Channel To"**, **"Allocated Channels"**, **"Active Agents"**, **"Dial Proportion"**, **"Channel Deficiency"** and **"Transfer Method"**. The count of total processes configured manually are displayed at the top.

**Active Configuration**

Total Process: **6**

| Process | Starts On | Ends On | Allocated Channels | Active Agents | Dial Proportion | Channel Deficiency | Transfer Method |
|---|---|---|---|---|---|---|---|
| Call Transfer | 11 Jun 2018 | 14 Jun 2023 | **2** [12 - 13] | 0 | 1 | 0 | NA |
| Demo | 14 Jun 2018 | 22 Jun 2023 | **5** [3 - 7] | 2 | 2 | 0 | Transfer on Connect |
| Mobile Login | 11 Jun 2018 | 15 Jun 2022 | **2** [14 - 15] | 0 | 1 | 0 | NA |
| TEST-RETRY | 13 Jun 2018 | 30 Jun 2018 | **2** [1 - 2] | 2 | 1 | 0 | Transfer on Dial |
| Test-Interactive | 11 Jun 2018 | 16 Jun 2022 | **2** [10 - 11] | 2 | 1 | 0 | Play and Transfer |
| TestProcess | 23 Jun 2018 | 30 Jun 2020 | **2** [8 - 9] | 2 | 1 | 0 | Transfer on Dial |

**"Dial Proportion"** indicates the number of outbound calls to be initiated for an agent and **"Channel Deficiency"** signifies that the channels allocated to the process is lesser than the total dial-outs ('Dial Proportion' x 'Agents Logged in') that can be initiated.

## 5.2. Process

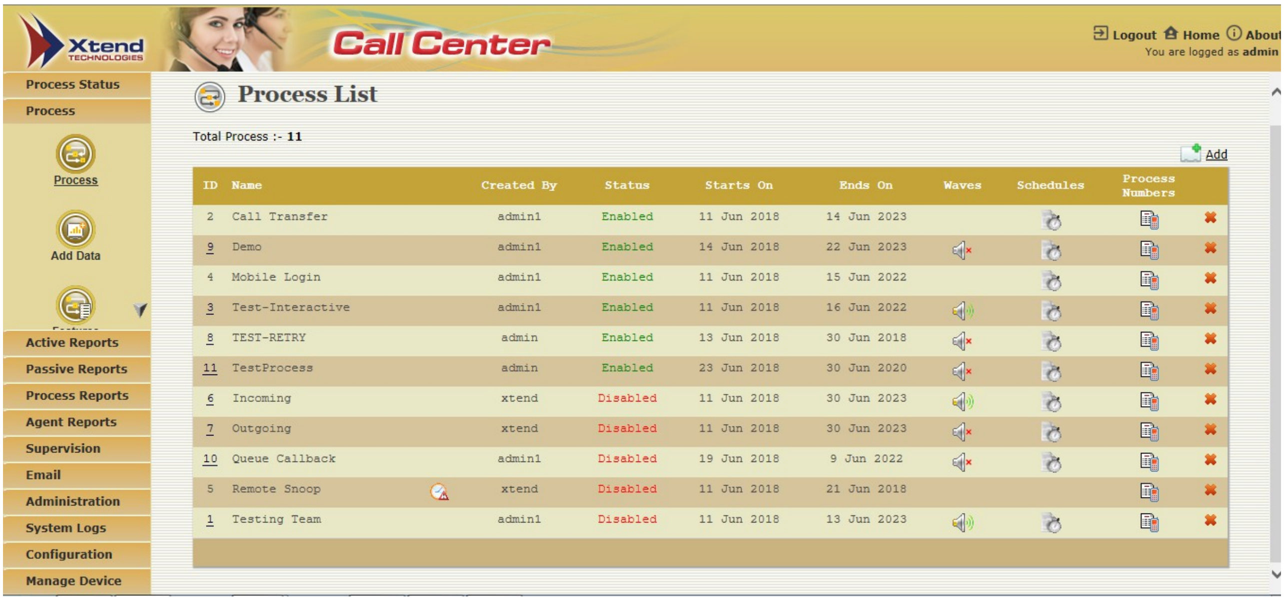
New process can be created from this menu after the installation and configuration of Xtend Call Center System. This menu helps to add new process, view the list of processes and also includes the information about the data/waves added to the individual process.

### 5.2.1. Process - Submenus

This menu comprises of the following submenus: Process, Add Data, Features, Configuration, Agent Mapping, Process Mapping, Custom Fields, DND, Deleted. These are briefly explained below:

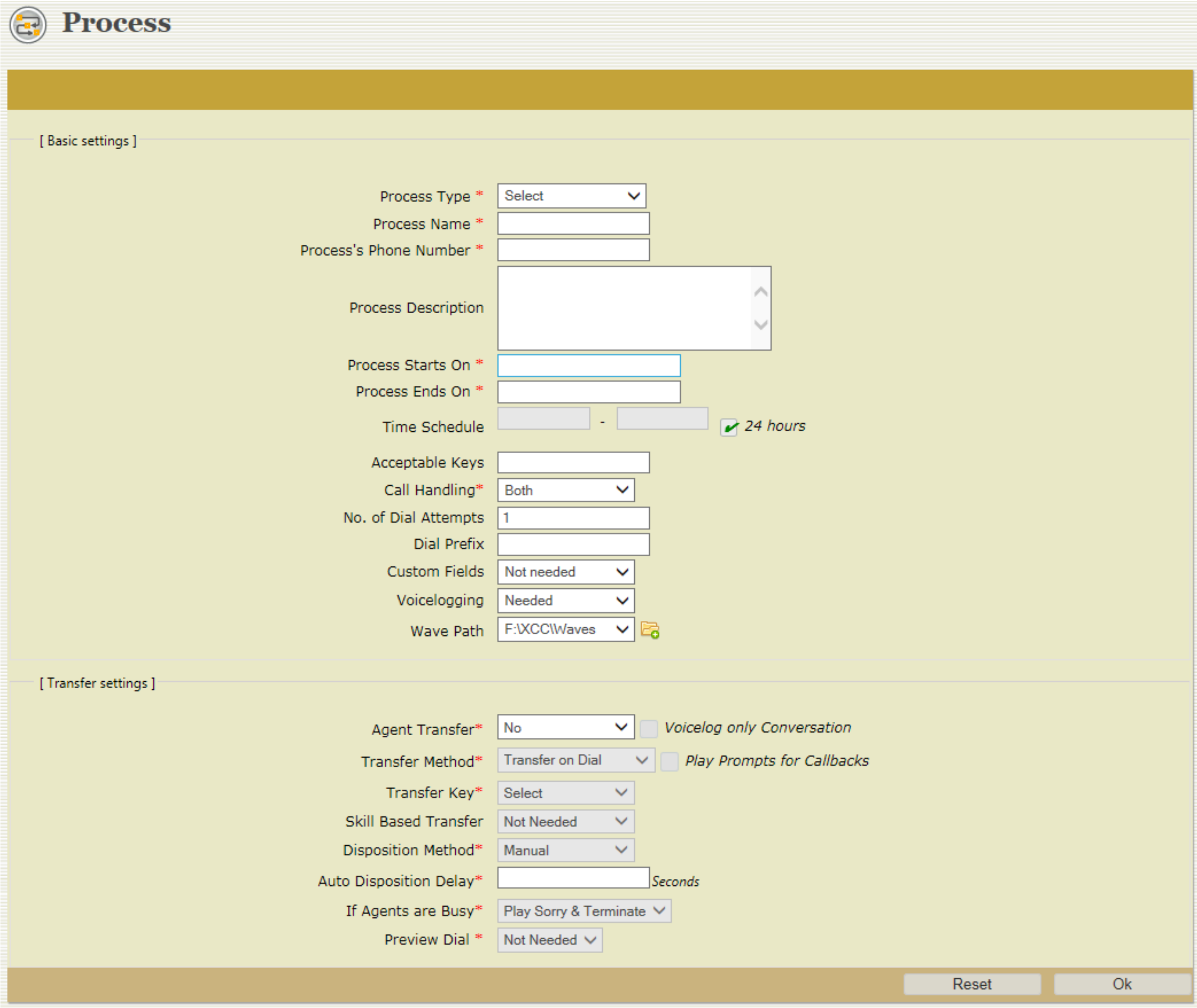
#### 5.2.1.1. Process


This submenu allows the user to view/edit the details of existing process and it is also possible to create new process.




**Process List:** Allows to view details of all the created processes. The process details include **"Process ID"**, **"Process Name"**, **"Created By"** (shows the username with administrator privilege), **"Status"**, **"Starts On"** (date), **"Ends On"** (date), **"Wave Status"**, **"List Schedule"** and **"Process Numbers"**. The count of total created processes will be displayed at the top.


Click this icon to create a process. Enter the details and click ***Ok*** to create a process. The fields marked with "*" are mandatory.




**Basic Settings:**

| Field | Significance |
|---|---|
| **Process Name** | Specify the name of process. |
| **Process's Phone Number** | Specify the phone number assigned for a process. |
| **Process Start On** | Choose the starting date from the date picker for initiating a process. |
| **Process Ends On** | Choose the ending date from the date picker for stopping the process. |
| **Schedule Start Time** | Choose the starting time for initiating a process. |
| **Schedule Stop Time** | Choose the ending time for stopping the process. |

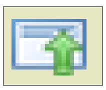
| | |
|---|---|
| **Voice Logging** | Select from the drop-down to specify whether voice logging is needed or not. |
| **Process Type** | Different type of process include:<br>1) Non-Interactive: This type of process shall not accept any input from the customer.<br>2) Interactive: This type of process shall accept input from the customer.<br>3) Externally Handled: This type of process shall run based on an external script (i.e., Xtend IVR Script) developed by an Admin user. This is used for multilevel IVR System.<br>4) Call Transfer: Allows to transfer/conference calls to an external phone number from the agent popup.<br>5) Mobile Login: Allows call center agents to login from mobile. This option is compatible for incoming calls only.<br>6) Live snooping: Allows real time snooping of calls from a registered external number.<br>7) Queue CallBack: Allows agent to callback those customers who were in queue and opted for call back option.<br>8) IVR Routing: This option allows conferencing between the agent, customer and third party IVR server. |
| **Acceptable Keys** | Select from the valid keys 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, *, #. (Only if the process type is selected as “Interactive” or “Externally Handled”.) |
| **Skill Based Transfer** | Opt for the skill based transfer only if the process type is selected as “Interactive” or “Externally Handled”. |
| **Process Description** | Allows to briefly describe the process. |
| **Wave Path** | Specify the wave path for saving the call logs. |
| **Call Handling** | Select the call handling method from the drop-down list that includes incoming, outgoing or both. |
| **No. of Dial Attempt** | Set the count of retry dial-outs for failed calls. |
| **Custom fields** | This option allows custom fields to be added for the process. |
| **Dial Prefix** | Dial prefix setting will automatically set the user specified code before every number dialed from the process. |

**Transfer Settings:**

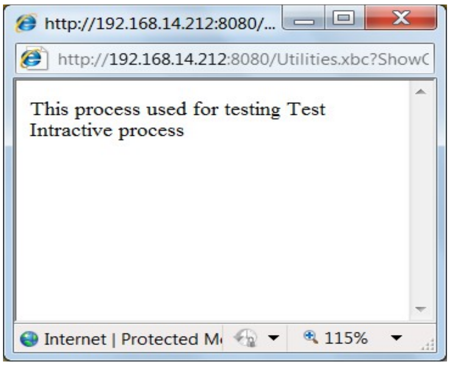
| Field | Significance |
|---|---|
| **Agent Transfer** | Different options in the drop-down list include:<br>1) All - Calls shall be routed to any available agent for that process.<br>2) Desired - Calls for the process shall be routed to mapped agents only. Agent mapping can be done through Process → Agent mapping.  Agents can be mapped to a particular process. |

| | |
|---|---|
| | 3) No - Select Agent Transfer as 'No' if agent assistance is not required. Calls shall be attended by IVR, further IVR will play the uploaded wave file and thereafter disconnects the call.<br>*Note: If Voicelog only Conversation is checked then Voicelogging starts only when the call is connected at agent side.* |
| **Transfer method** | Select the transfer method from the drop-down list that includes:<br><br>1) Play & Transfer: Plays the uploaded waves and call is routed to an available agent. If process is of interactive type, call is routed to agent based on input received from customer. The default input is the first key set in 'Acceptable Keys' of the process.<br><br>2) Transfer on Dial: Call is routed to an available agent immediately on dial initiation. This helps agent to listen to call progress at the customer side.<br><br>3) Transfer on Connect: Call is routed to an available agent only when it is connected at customer side.<br><br>4) On Key Press: Applicable for interactive process only. Call is routed to an agent only when the customer input received matches the key set as 'Transfer Key'.<br><br>*Note: Play Prompt for Callback -The uploaded waves are not played for callback calls by default. Enable this option to play uploaded waves for callback calls which requires the message to be played.* |
| **Transfer Key** | Applicable for process with 'On keypress' transfer method.<br>Set 'key/input' to be received from customer for initiating the call transfer to agent. |
| **If Agents are busy** | This option provides two methods to gracefully terminate a call when no agents are available:<br>1. Play sorry prompt and terminate<br>2. Voicemail- customer can record his/her query and terminate the call. The recorded message can be accessed from process reports → dialed logs. |
| **Disposition Method** | Select the popup disposition method:<br>1. Manual- Agent has to dispose the call manually to be ready for next call.<br>2. Automatic- System automatically disposes the call when 'Auto disposition Delay' time is reached. Agent may also choose to dispose the call manually before the system auto disposes the call. |
| **Auto disposition Delay** | If disposition method selected is 'Automatic', specify the delay between calls in seconds. |
| **Preview Dial** | Enable preview dial if agents are required to manually dial a customer. |

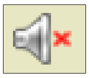
**Process List - Related Icons**



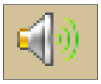
**View Notes For Process:** Refer the remarks corresponding to the specified process.

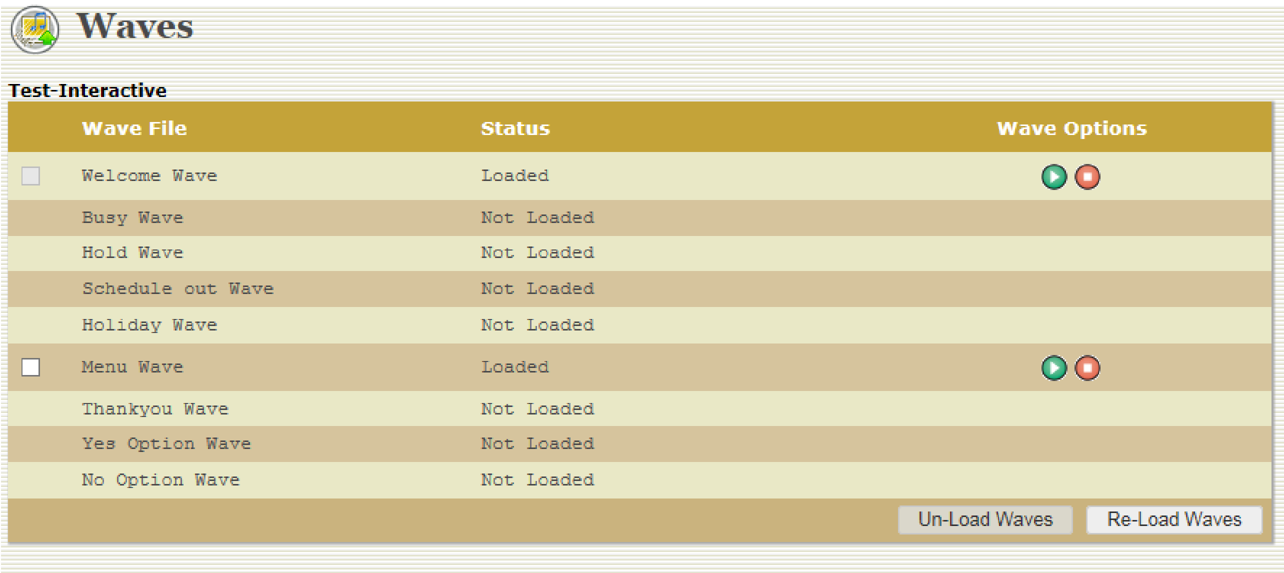



 Indicates that the date scheduled for the process has expired.

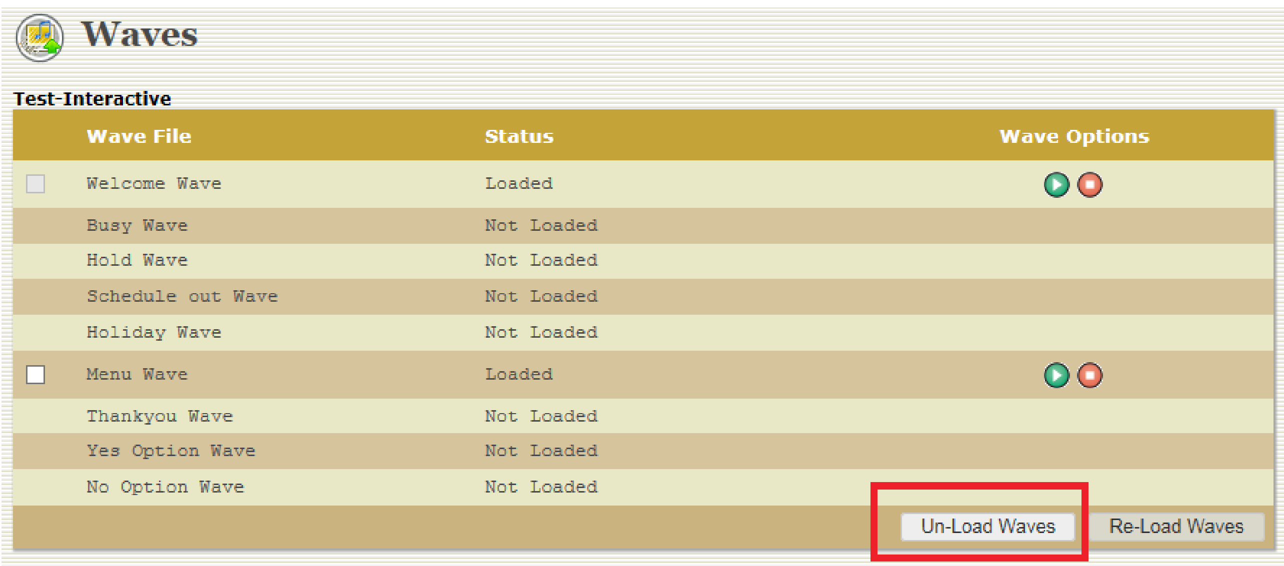
 **Wave Files are not Uploaded:** Indicates that waves are not uploaded for the particular process.

**<u>Process List - Related Icons</u>**

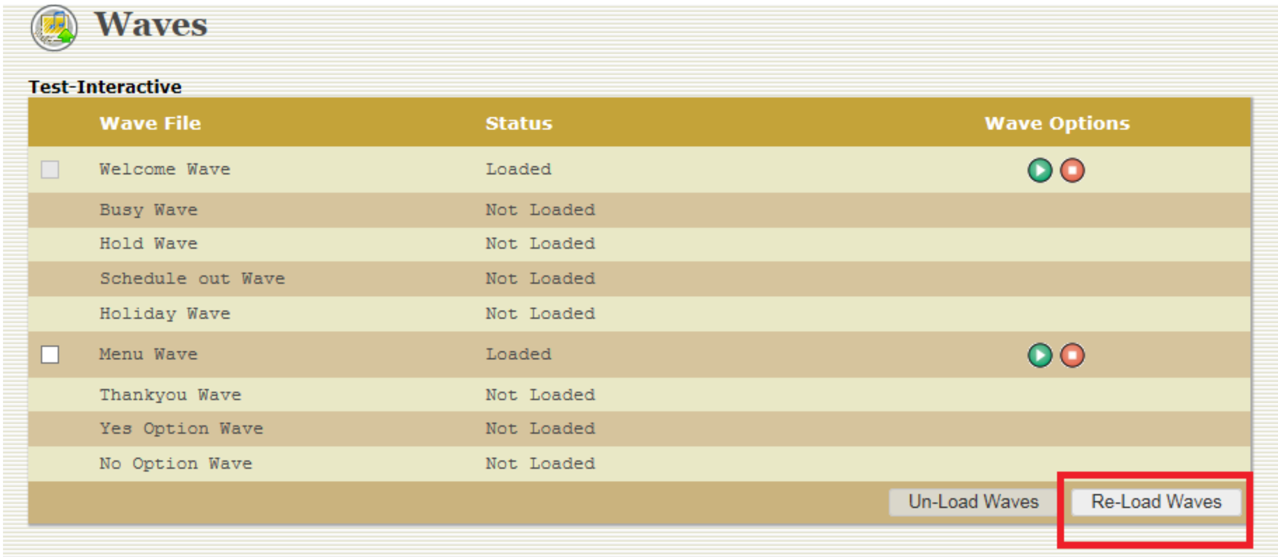
 **View Wave Details:** Displays **"Wave List"** and allows unloading and reloading waves. Options to "play" and "stop" are present to play and stop the audio file.



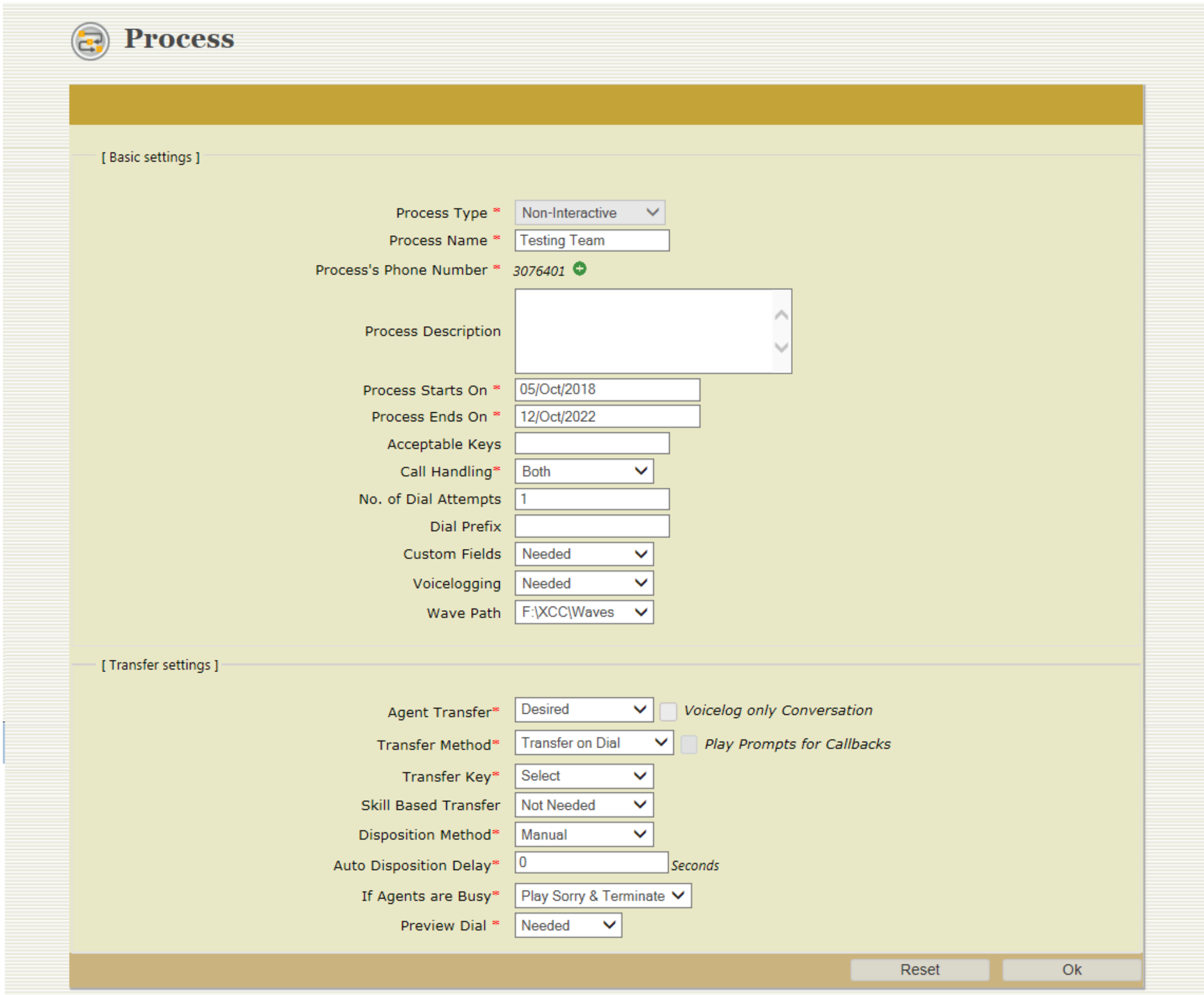

To unload a particular wave from the list, select wave and click ***Un-Load Waves.***



To reload waves, select the wave, click ***Re-Load Waves*** in the below screen, specify the path and click ***Upload Files***.

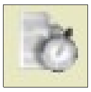



Click on any field in the "Process List" window, the entire process details with respect to the selected process gets displayed as shown below.



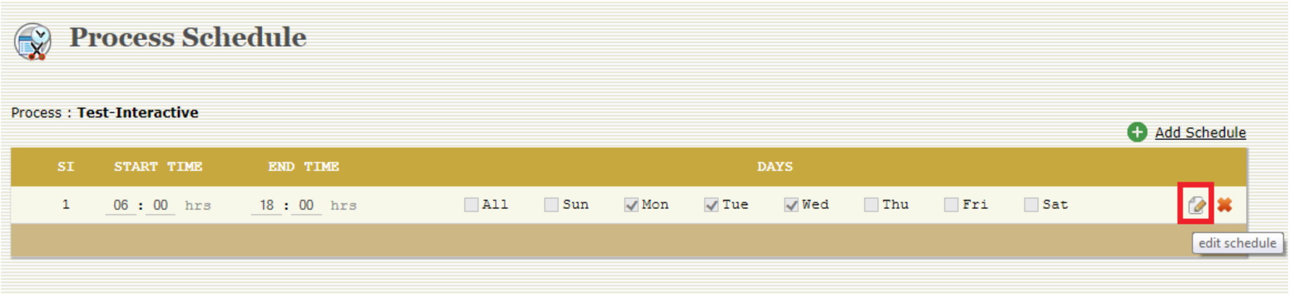

*Note: Details of running process cannot be edited/modified as it can be only viewed. Details of disabled process can be only edited.*

## Process List - Related Icons

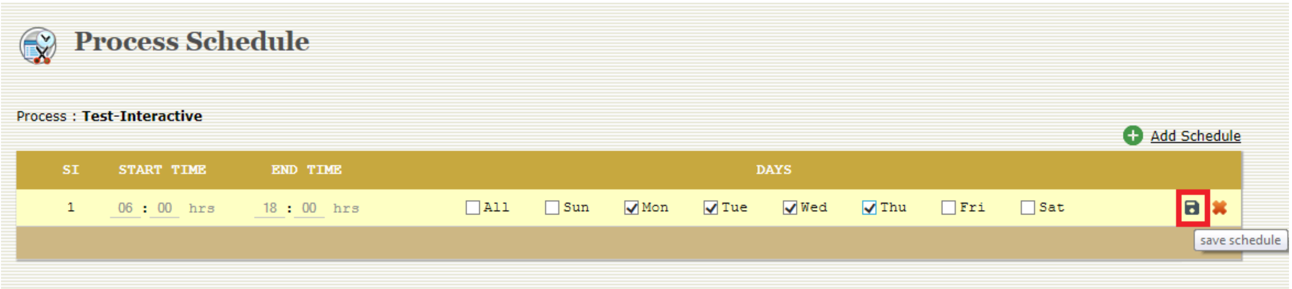


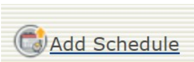
**List Schedules:** This option allows to view the starting and ending time of the selected process as well as provides day wise schedule of the process.

The details include **"Schedule ID"**, **"Start Time"** and **"End Time"**.

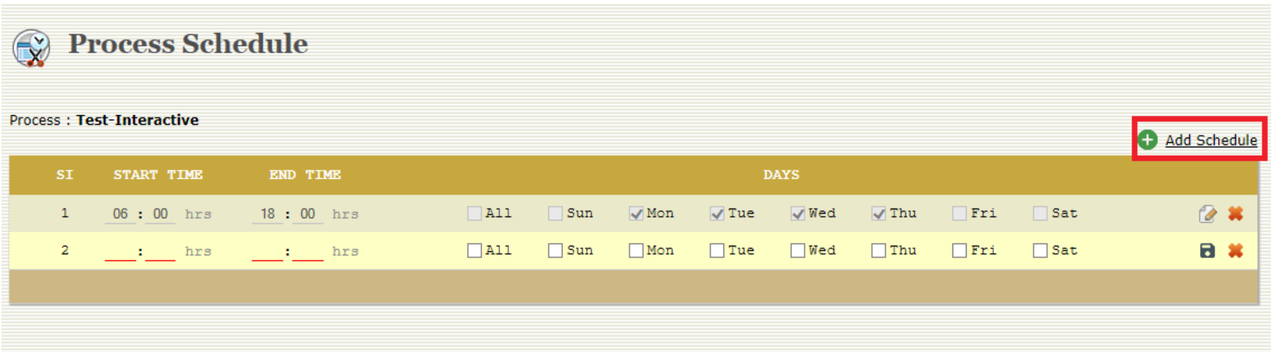



**Edit Schedule:** Click to modify the schedule. Edit the days and time and click S***ave Schedule***.



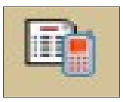




**Add Schedule:** Allows to add a new schedule for the selected process. Enter the "Schedule Start Time" and "Schedule End Time", select the days , then click ***Save Schedule.***

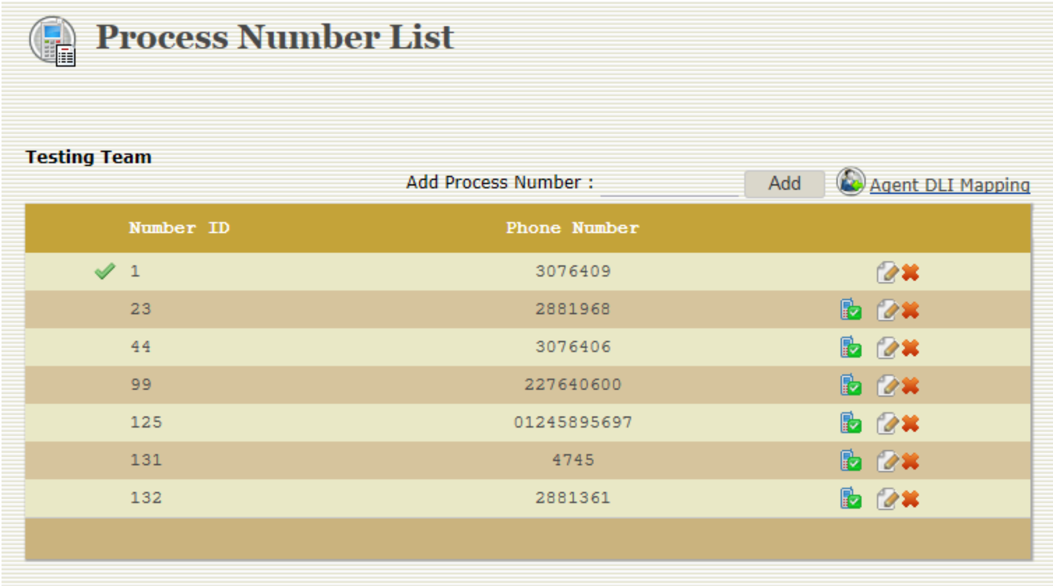



*Note: Multiple schedules are allowed. Overlapping is not possible.*

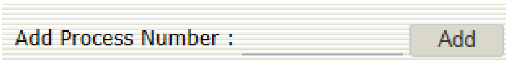
## Process List - Related Icons



**Process Numbers:** Displays the list of phone numbers assigned to the process.

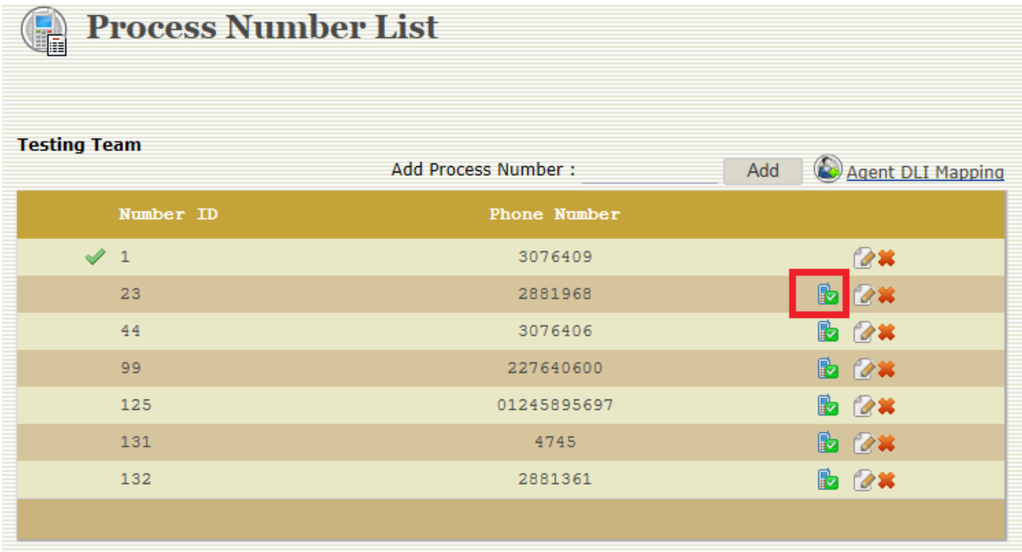


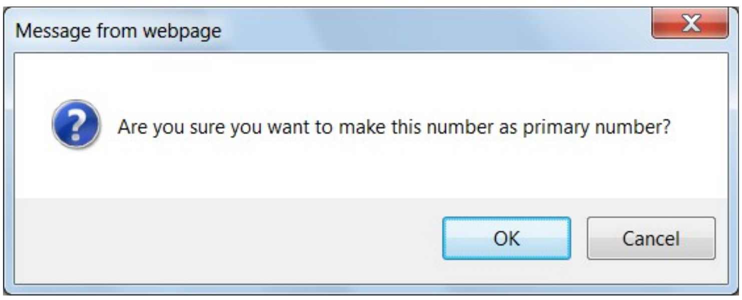

*Icons that are shown in the "Process Number List".*



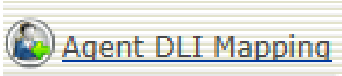

Add the appropriate number in text box and click on the ***Add*** Button.

User can mark a phone number as primary number. Click on the highlighted icon "Set As Primary Number" in the below image to set the phone number as primary number. Once marked, the symbol shows  that the respective phone number has been set as primary number.

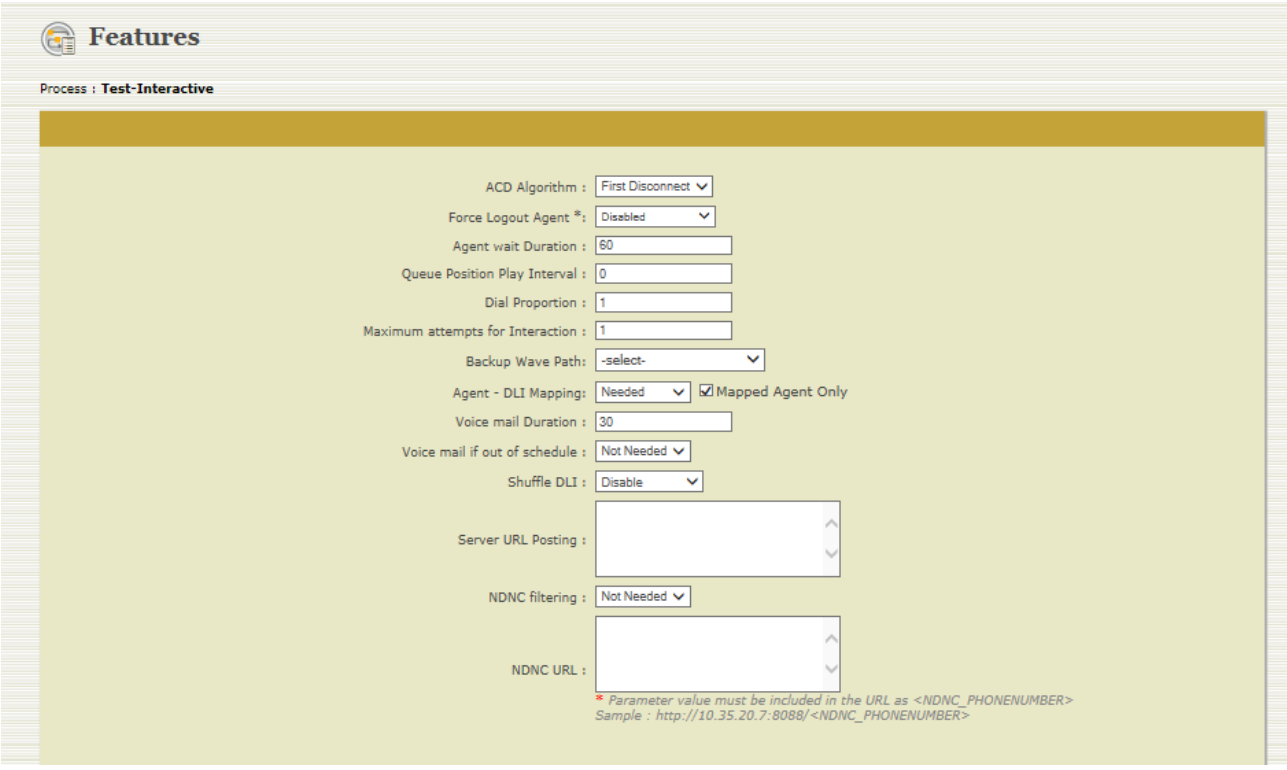


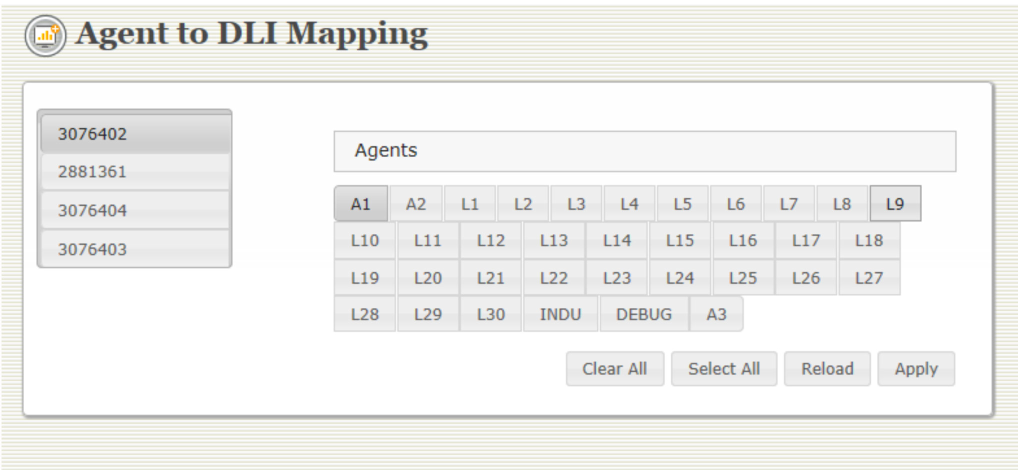

Click ***OK*** to confirm.




This option present in the “Process Number List” appears when more than one phone number has been assigned to a process and the Agent DLI Mapping is enabled. To enable Agent DLI Mapping, go to **Process → Features** and set the field **“Agent - DLI Mapping”** as “**Needed**” and click ***Update Features.***

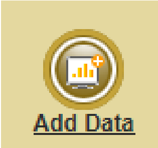



In “Process Number List”, click ***Agent DLI Mapping*** to map the agents to the corresponding DLI number. “Agent to DLI Mapping” window appears. Select the agents for each number and click ***Apply*** to finish.

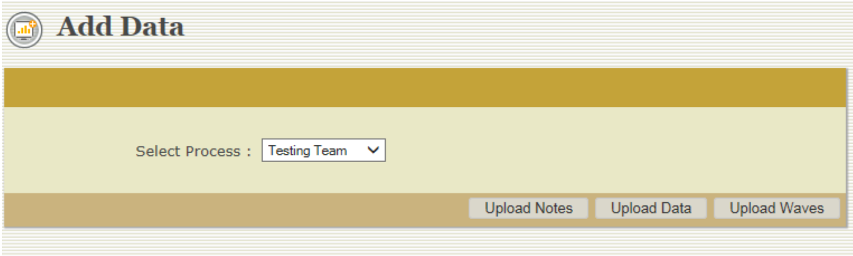



“Clear All” is used to clear the already mapped agents. “Select All” is used to select all the listed agents. “Reload” is used to reload the listed agents.

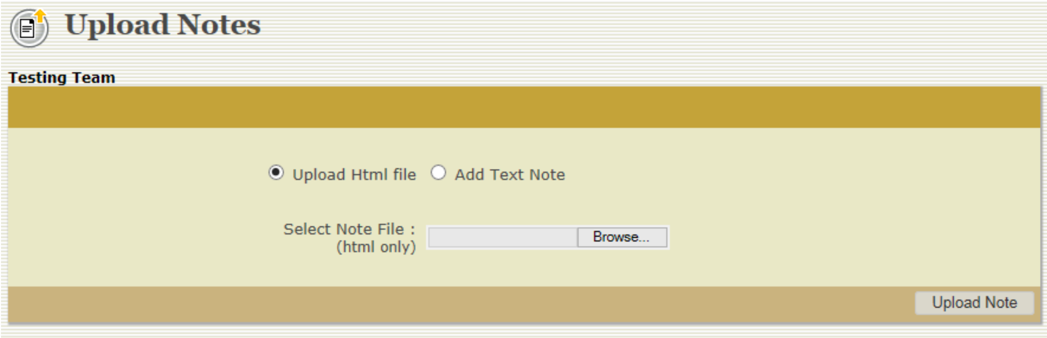
### 5.2.1.2. Add Data



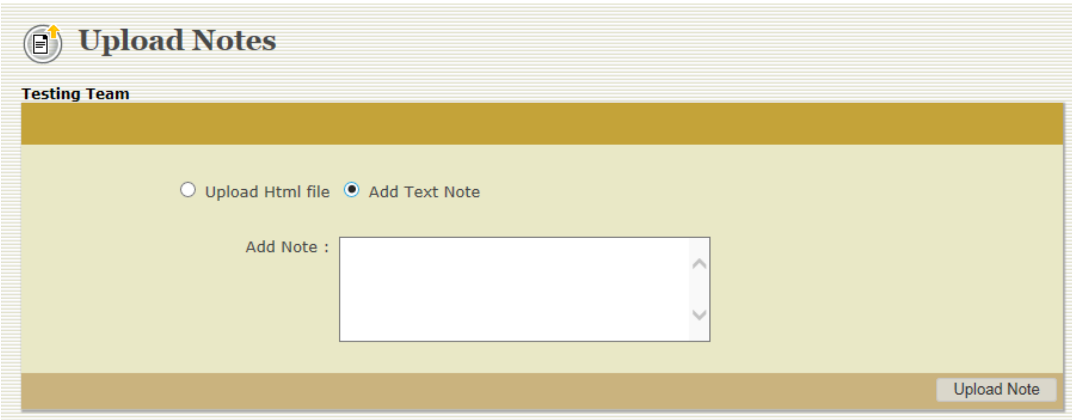

This submenu is to add/upload notes, data and waves to the selected process from the list of processes.




***Upload Notes:*** Select the required process from the list and click ***Upload Notes***. Either as an HTML file or a text note can be added to a particular process. Select the file and click ***Upload Note***.

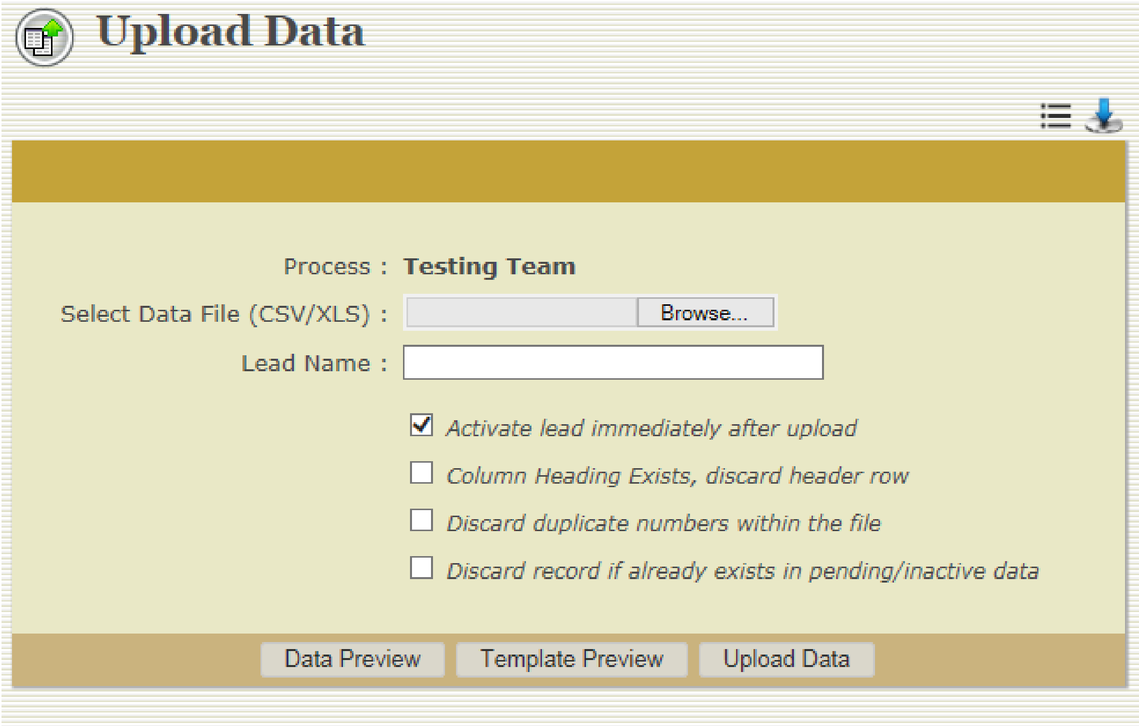



Adding notes to a process is shown below.




Add note in the text field and click ***Upload Note***.

***Upload Data:*** Specify the (CSV/XLS) file (lead) to be uploaded, mention whether column heading exists or not and enter a lead name to upload the data. If this lead has to be activated at the time of upload, then check the **Activate lead immediately after upload** button. If column heading exists, then click on the "**Column Heading Exists, discard header row**" option. If you want to delete duplicate numbers from lead, use the "**Discard duplicate numbers within the file**" option. Already existing inactive/pending numbers needs to be discarded from the new lead then enable the "**Discard record if already exists in pending/inactive data**" option. Then click "**Upload Data**". Click "**Data Preview**" to review the data before uploading. Click "**Template Preview**" to view the template of current process.




Specify the file path and click ***Data Preview*** to verify the uploaded phone numbers and then click ***Upload Data.***

Preview of 30 / 31 record(s)

| [1] Phone No [T-15] |
|---|
| 3076401 |
| 3076402 |
| 3076403 |
| 3076404 |
| 3076405 |
| 3076406 |
| 3076407 |
| 3076408 |
| 3076409 |
| 3076410 |
| 3076411 |

 View the lead data list based on a selected process

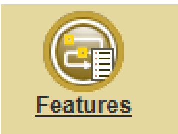
 Download the lead template based on a selected process

***Upload Waves:*** This option allows to add wave files. There should be at least one wave by default. To upload a wave, browse and specify the wave path and click ***Upload Files***.

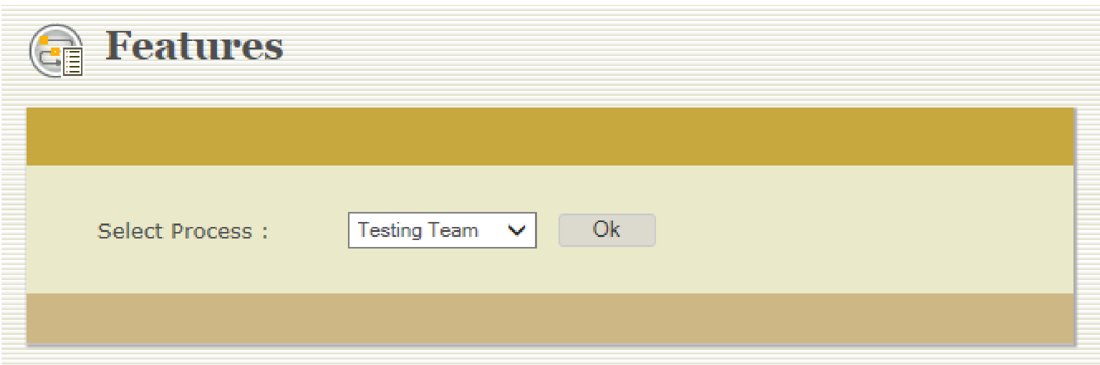

**Waves include:**

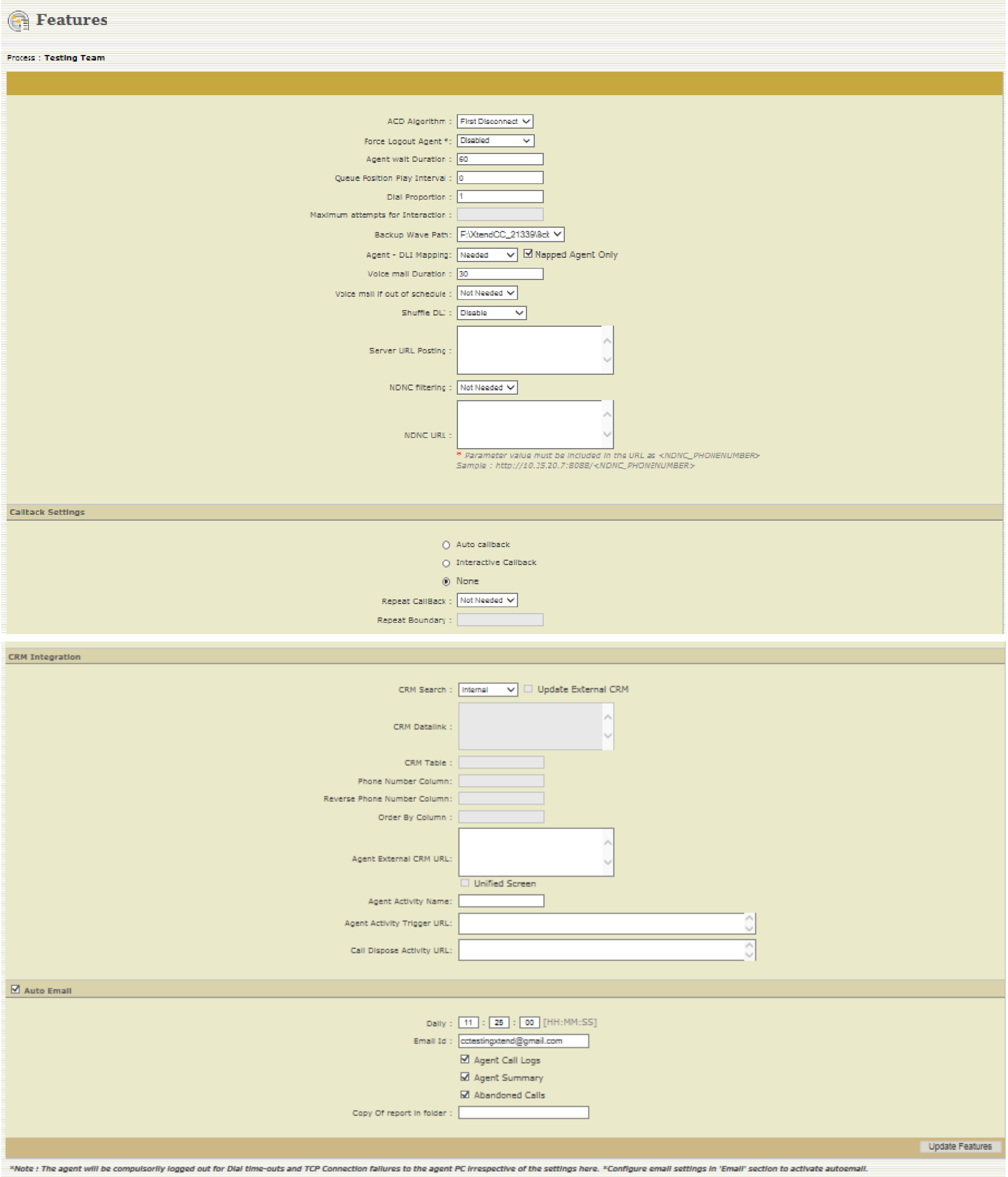
- *Welcome Wave:* A welcome note is added for “interactive/play and transfer” type process.
- *Menu Wave:* To add the option “Menu Wave” for the interactive skill based type process.
- *Busy Wave:* To change the “Busy Wave” of a process.
- *Hold Wave:* To change the existing “Hold Wave”.
- *Schedule Out Wave:* To change the existing “Schedule Out Wave” of the process.
- *Holiday Wave:* For adding the “Holiday Wave” to a process for a holiday schedule.
- *Thank you Wave:* To add the “Thank you Wave” for the process without an agent involvement.

**5.2.1.3. Features**




This submenu gives the information about the features assigned to a particular process. Select a process from the list and click ***Ok***.






Process related features appear, to add the features click ***Update Features***.

| Field | Significance |
|---|---|
| **ACD Algorithm** | Automatic call distribution to agents is carried on the basis of two options:<br>1) **Longest idle:** Transfers the call to an agent found idle for the longest time.<br>2) **First disconnect:** Transfers the call to an agent first disconnected from a call. |
| **Force Logout Agent** | Enable this option to allow forceful agent logout in case if the agent rejects the call or the call is not answered. |

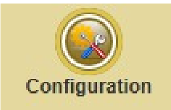
| | |
|---|---|
| **Agent wait Duration** | The time duration allocated to the caller to wait in queue when agents are not free. After the specified time period, Xtend Call Center automatically disconnects the call. |
| **Queue Play Interval** | This is the time interval for prompting the queue position to the caller. If the value is set greater than zero, Xtend Call Center plays a wave informing the customer about his position in the queue. |
| **Dial Proportion** | The number of outbound calls assigned to an agent. This is the number of outbound calls to be initiated for one free agent. This allows the customer connected calls to be transferred to an agent. Here, set the Transfer method as 'Transfer on Connect'. |
| **Maximum attempts for Interaction** | Maximum attempts for looping the menu related wave during interactive process. |
| **Backup Wave Path** | User can set the backup wave path for more security. |
| **Agent - DLI Mapping** | Details are explained earlier, refer *Section 5.2.1.1.* |
| **Mapped Agent Only** | Only DLI assigned mapped agents will receive the calls. In case, if the respective agent is busy, call will be moved to queue. |
| **Voicemail Duration** | User can set the duration of the voicemail. By default, it is 30 seconds. |
| **Voicemail if out of schedule** | Select 'Needed' to enable voicemail when the process is out of schedule, else select 'Not Needed'. |
| **Shuffle Pool** | **Shuffle DLI:** If this option is selected, the multiple numbers listed as DLI in Shuffle Pool will be alternately shown to different customers when an outbound call is initiated from the agent side.<br><br>**Campaign DLI:** If this option is selected, different DLI numbers listed in the Process will be shown to the customers alternately when an outbound call is initiated from the agent side. |
| **Server URL Posting** | Specify the URL for server to server communication. SMS integration is possible via this option. |

| | |
|---|---|
| **NDNC Filtering** | NDNC filtering is possible. Client should provide the URL. |
| **Auto callback** | Set as "Needed" if the caller has to be called back automatically when the call gets disconnected from queue.<br>*Minimum Interval for Callback*: Represents the minimum queue wait time for a customer to get the auto callback.<br>*Maximum Queue wait time for Callback*: Represents the maximum time limit for a customer to wait in queue, after this time limit, call is disconnected and auto callback is set. |

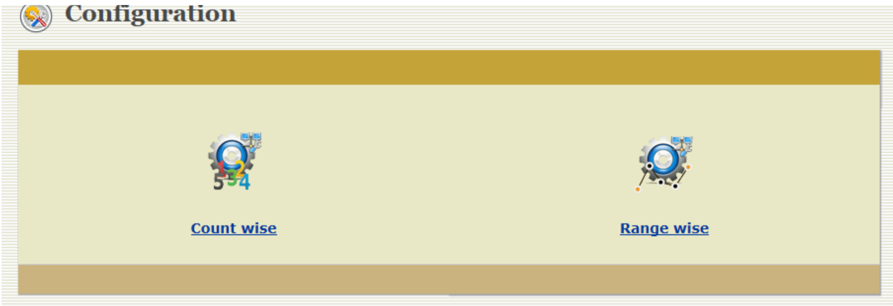
| | |
|---|---|
| | *Callback needed on Customer Disconnection:* Set whether Auto Call back has to be assigned on customer disconnection from queue. |
| **Interactive CallBack** | If all the agents are busy handling calls, then a wave prompt is played to inform the caller to "Press 9" to set an auto callback. The call gets disconnected and the customer will be called back automatically from Xtend Call Center software as soon as the agent becomes free. The playback interval for interactive callback can be edited. |
| **Repeat Callback** | Set the Repeat Boundary Limit and if the number of incoming calls from any particular phone number exceeds this limit, then the calls will be disconnected by the Xtend Call Center System and a callback is arranged. |
| **Repeat Boundary** | Enter the maximum count of incoming calls that has to be made on a day by a customer for the Xtend Call Center to disconnect and arrange call back to the same phone number. |
| **CRM Search** | Set the CRM search option as Not Needed, Internal, External or both.<br>Not Needed: Select if Internal/External updation of CRM is not needed.<br>Internal: Update/Fetch data only from internal database.<br>External: Update/Fetch data only if External CRM database is provided.<br>Both: Update the data in both Internal/External CRM. Fetch the data from internal database, in case if the data is not available then fetch the data from external database. |
| **CRM Datalink** | If External CRM is needed, specify the Connection String of the CRM database, otherwise, leave the field as blank. |
| **Update External CRM** | Update data in External CRM provided by the client through the popup. |
| **CRM Table** | For External CRM, enter the name of the CRM table in the CRM database. |
| **Phone Number Column** | Specify the name of the phone number field in external CRM. |
| **Reverse Phone Number column** | For easy fetching, the phone number might be entered in reverse order in the external CRM. Specify the name of the related field. |
| **Order By Column** | Specify the field to be sorted (if needed). Sorting can be done on the basis of name, number, location, etc. |
| **Agent External CRM URL** | This option allows to call the third party CRM URL when a call lands on an agent's PC. While calling, few parameters should be passed to the CRM URL, for example, Phone Number, Called Time and Call Type etc. |

| | |
|---|---|
| **Agent Activity Name** | Enter the name of the activity that has to be triggered from the Agent side. |
| **Agent Activity Trigger URL** | Provide the URL for the corresponding activity in this option. |
| **Call Dispose Activity URL** | This option allows you to provide URL of any custom activity that needs to be triggered from the Agent side during disposal. |
| **Auto Email** | First enable the email option to access this feature. Auto emailing option allows to send emails automatically. |
| **Daily** | Enable the user to enter the 'hour', 'minute' and 'second' for sending an email. |
| **Email ID** | Enter the email id to which the email has to be sent. Three checkbox options are given: Agent Call Logs, Agent Summary and Agent Abandoned. |
| **Copy of report in folder** | The path of a folder is specified which is maintained in the server and the copy of all the reports are also maintained in this folder. |

### 5.2.1.4. Configuration




This menu is to configure the created process. Configuration of process can be done using two methods - **Count wise** and **Range wise**.




a) **Count wise:** In this type of configuration, each process can be allocated with a specific number of channels. To activate the process, check '**Enable**', enter the number of channels in the **“Max Channels to Allocate”** and click ***Configure*** to save (Maximum count should not exceed total available channels).

## Configuration - Count Wise

| SPAN 1 [Normal] | SPAN 2 [Normal] |
|---|---|
| Name : *Trunk1* | Name : *Trunk31* |
| Channels : *1 - 30* | Channels : *31 - 60* |

Total Process:- **10**

| Process | Enable | Starts On | Ends On | Process Type | Max Channels to Allocate[60] |
|---|---|---|---|---|---|
| Testing Team | ☑ | 11 Jun 2018 | 13 Jun 2023 | Both | 3 |
| Incoming | ☐ | 11 Jun 2018 | 30 Jun 2023 | Incoming | |
| Outgoing | ☐ | 11 Jun 2018 | 30 Jun 2023 | Outgoing | |
| TEST-RETRY | ☑ | 13 Jun 2018 | 30 Jun 2018 | Outgoing | 2 |
| Demo | ☑ | 14 Jun 2018 | 22 Jun 2023 | Both | 5 |
| TestProcess | ☐ | 23 Jun 2018 | 30 Jun 2020 | Both | |
| Test-Interactive | ☑ | 11 Jun 2018 | 16 Jun 2022 | Both | 2 |
| Call Transfer | ☑ | 11 Jun 2018 | 14 Jun 2023 | Outgoing | 2 |
| Mobile Login | ☑ | 11 Jun 2018 | 15 Jun 2022 | Both | 2 |
| Queue Callback | ☐ | 19 Jun 2018 | 9 Jun 2022 | Outgoing | |

Disable All Configure

To disable the process configuration, click ***Disable All***. "Active" window appears on successful configuration.

## Active

Total Number of Process :- **6**

| Process | Phone Number | Started on | End on | Remaining |
|---|---|---|---|---|
| Call Transfer | 1234 | 11 Jun 2018 | 14 Jun 2023 | 0[0] |
| Demo | 3076407 | 14 Jun 2018 | 22 Jun 2023 | 0[0] |
| Mobile Login | 2881362 | 11 Jun 2018 | 15 Jun 2022 | 0[0] |
| TEST-RETRY | 3076400 | 13 Jun 2018 | 30 Jun 2018 | 0[1] |
| Test-Interactive | 3076402 | 11 Jun 2018 | 16 Jun 2022 | 0[0] |
| Testing Team | 3076401 | 11 Jun 2018 | 13 Jun 2023 | 0[0] |

Disable All

b) **Range wise:** In this type of configuration, a particular range of channels can be allocated for each Process. To activate the Process, check '**Enable**', enter the Start channel and End channel and click ***Configure***. To disable the configuration, click ***Disable All***.

## Configuration - Range Wise

| SPAN 1 [Normal] | SPAN 2 [Normal] |
|---|---|
| Name : *Trunk1* | Name : *Trunk31* |
| Channels : *1 - 30* | Channels : *31 - 60* |

Total Process:- **10**

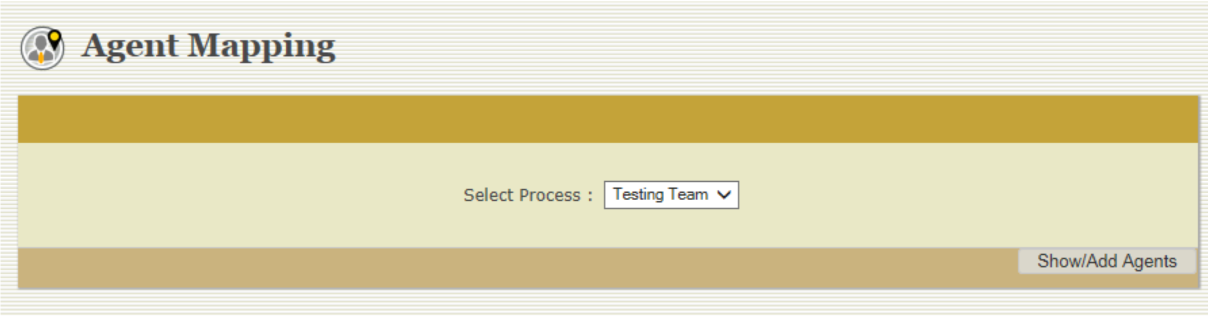
| Process | Enable | Starts On | Ends On | Process Type | Start Channel | End Channel | Total Channel |
|---|---|---|---|---|---|---|---|
| Call Transfer | ☑ | 11 Jun 2018 | 14 Jun 2023 | Outgoing | 6 | 8 | 3 |
| Demo | ☐ | 14 Jun 2018 | 22 Jun 2023 | Both | | | |
| Incoming | ☐ | 11 Jun 2018 | 30 Jun 2023 | Incoming | | | |
| Mobile Login | ☐ | 11 Jun 2018 | 15 Jun 2022 | Both | | | |
| Outgoing | ☐ | 11 Jun 2018 | 30 Jun 2023 | Outgoing | | | |
| Queue Callback | ☐ | 19 Jun 2018 | 9 Jun 2022 | Outgoing | | | |
| TEST-RETRY | ☐ | 13 Jun 2018 | 30 Jun 2018 | Outgoing | | | |
| Test-Interactive | ☑ | 11 Jun 2018 | 16 Jun 2022 | Both | 9 | 15 | 7 |
| TestProcess | ☐ | 23 Jun 2018 | 30 Jun 2020 | Both | | | |
| Testing Team | ☑ | 11 Jun 2018 | 13 Jun 2023 | Both | 1 | 5 | 5 |

Disable All Configure

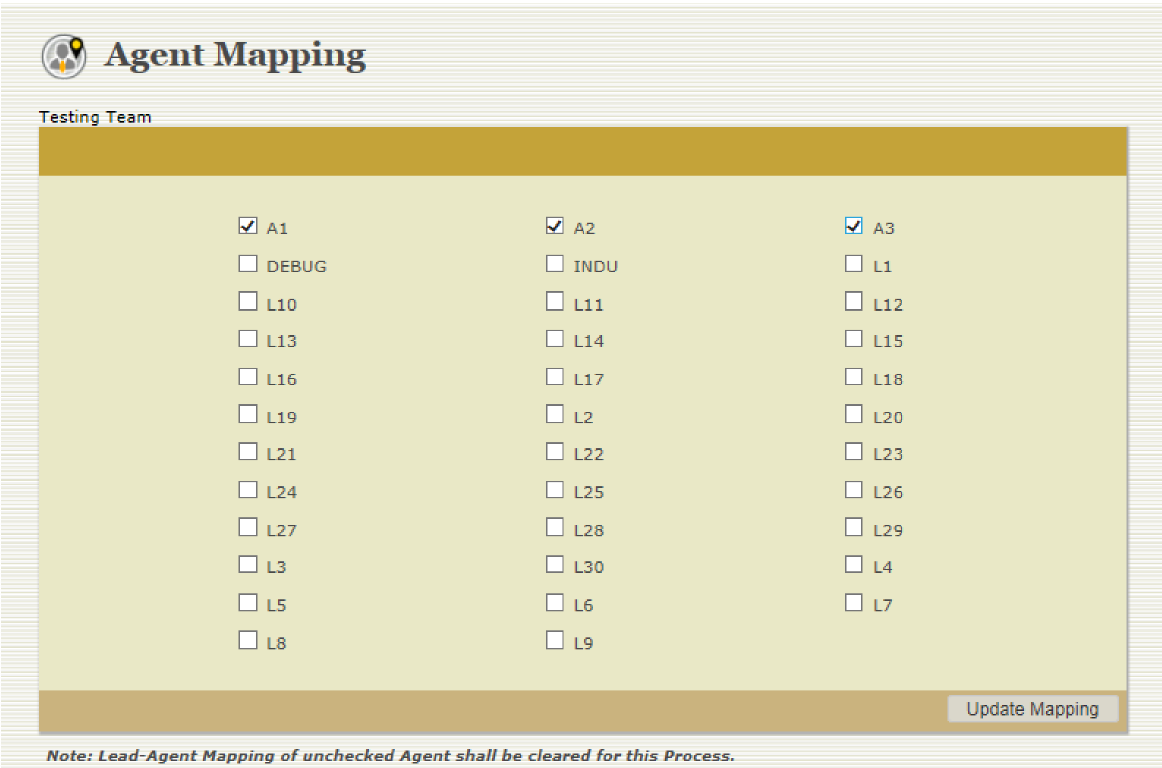
### 5.2.1.5. Agent Mapping


This submenu allows to assign agents to a process. Select a process from the drop-down list and click ***Show/Add Agents***.

*Note: Agent mapping should be set as 'Desired' (Disable the Process → Set Agent Transfer) to enable this feature.*



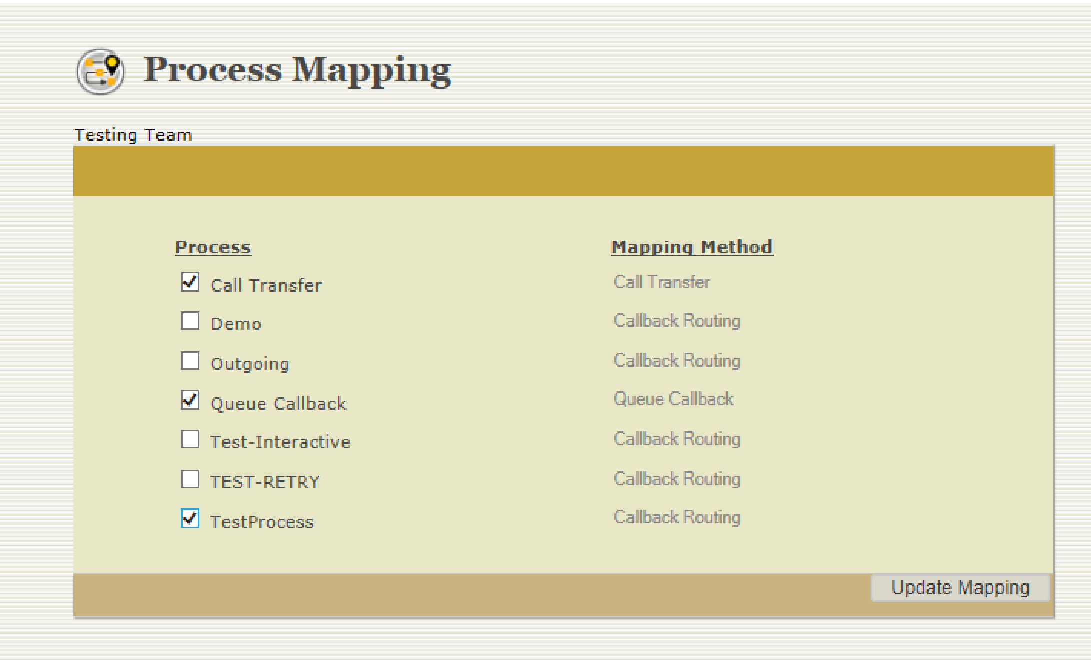

List of agents appear in the "Agent Mapping" screen, select agents and click ***Update Mapping*** to save.



#### 5.2.1.6. Process Mapping


This submenu is to map the main process with other sub processes.

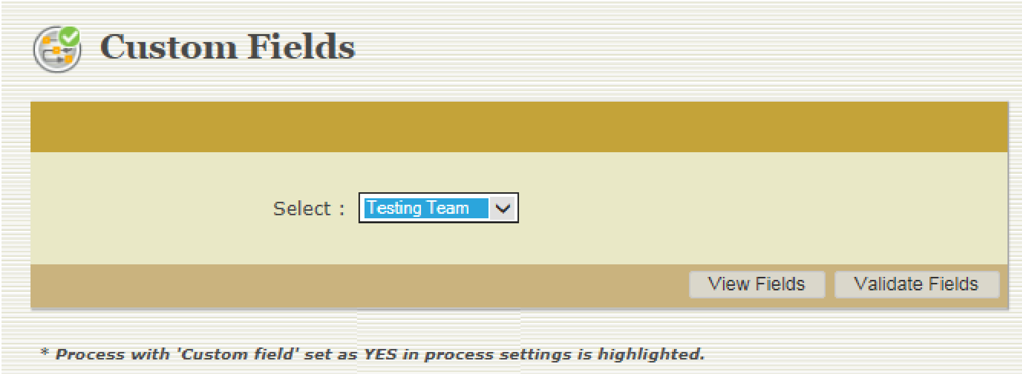

Here, the main process shown is “Testing Team”, this process can be mapped with different sub-processes, for example “Call Transfer”, for transferring the current call to a third party number.



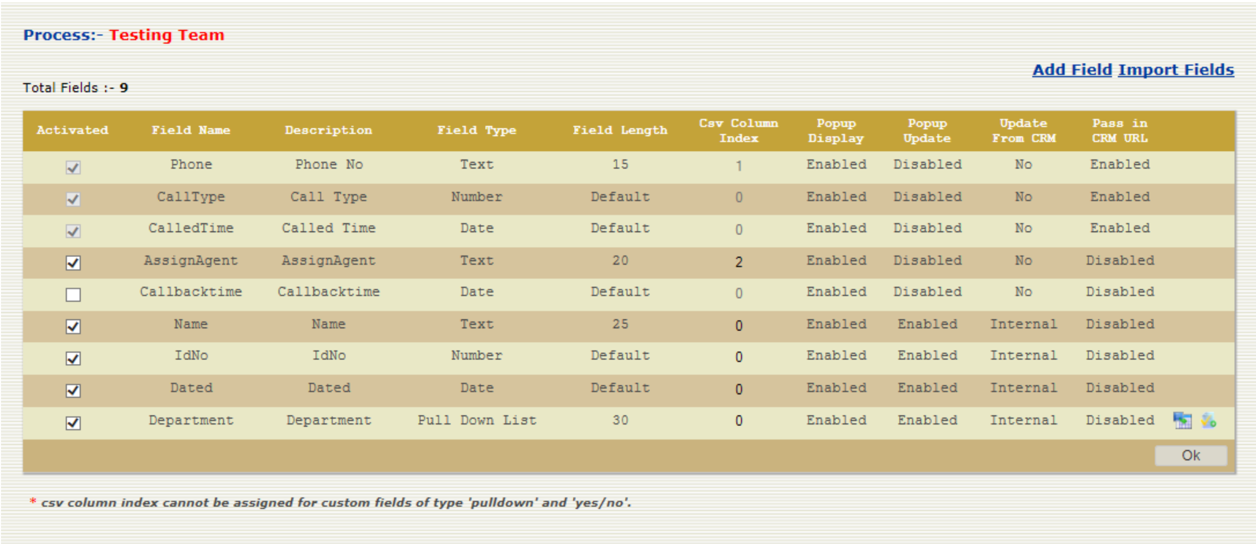

Select the required sub-process for mapping and click ***Update Mapping.*** Similarly, multiple sub-process can be mapped here.

### 5.2.1.7. Custom Fields


Allows to create and display the fields related to each process. Select process and click ***View Fields***.

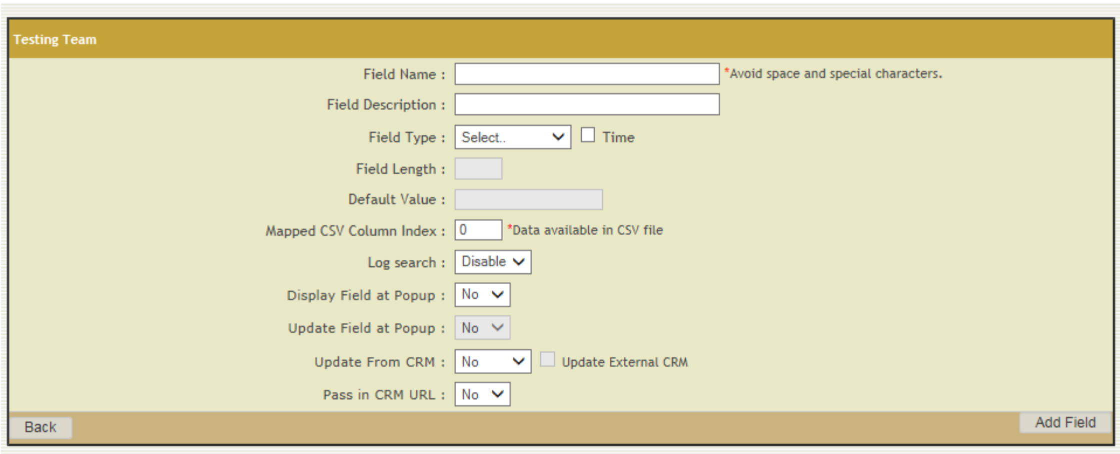



Field details appear as shown below.

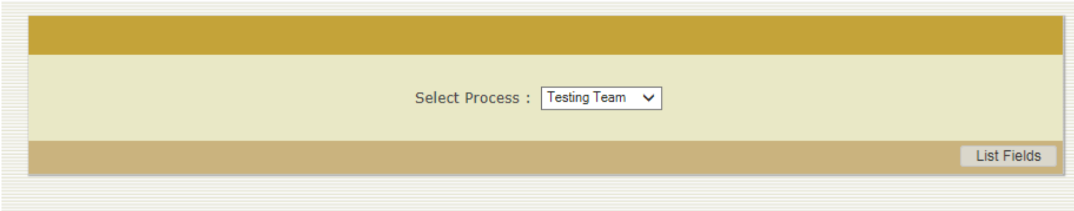



| Activated | Field Name | Description | Field Type | Field Length | Csv Column Index | Popup Display | Popup Update | Update From CRM | Pass in CRM URL |
|---|---|---|---|---|---|---|---|---|---|
| ☑ | Phone | Phone No | Text | 15 | 1 | Enabled | Disabled | No | Enabled |
| ☑ | CallType | Call Type | Number | Default | 0 | Enabled | Disabled | No | Enabled |
| ☑ | CalledTime | Called Time | Date | Default | 0 | Enabled | Disabled | No | Enabled |
| ☑ | AssignAgent | AssignAgent | Text | 20 | 2 | Enabled | Disabled | No | Disabled |
| ☐ | Callbacktime | Callbacktime | Date | Default | 0 | Enabled | Disabled | No | Disabled |
| ☑ | Name | Name | Text | 25 | 0 | Enabled | Enabled | Internal | Disabled |
| ☑ | IdNo | IdNo | Number | Default | 0 | Enabled | Enabled | Internal | Disabled |
| ☑ | Dated | Dated | Date | Default | 0 | Enabled | Enabled | Internal | Disabled |
| ☑ | Department | Department | Pull Down List | 30 | 0 | Enabled | Enabled | Internal | Disabled |

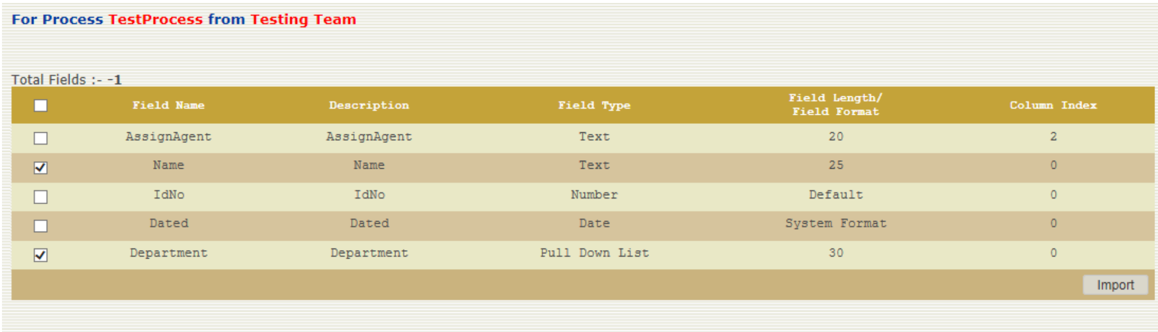
Click ***Add Field*** link to append a new field. Enter the details and click ***Add Field*** to save.



Click “**Import Fields**” link to import fields from any other process to the selected process. Select the process for importing fields and click ***List Fields***.

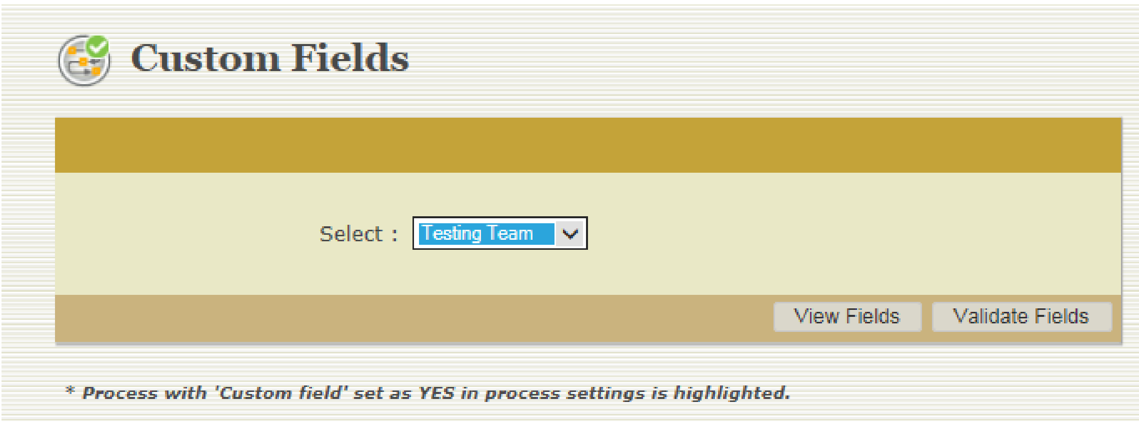



List of fields are displayed as shown below, select the required field and click ***Import*** to complete the importing process.




| | Field Name | Description | Field Type | Field Length/ Field Format | Column Index |
|---|---|---|---|---|---|
| ☐ | AssignAgent | AssignAgent | Text | 20 | 2 |
| ☑ | Name | Name | Text | 25 | 0 |
| ☐ | IdNo | IdNo | Number | Default | 0 |
| ☐ | Dated | Dated | Date | System Format | 0 |
| ☑ | Department | Department | Pull Down List | 30 | 0 |

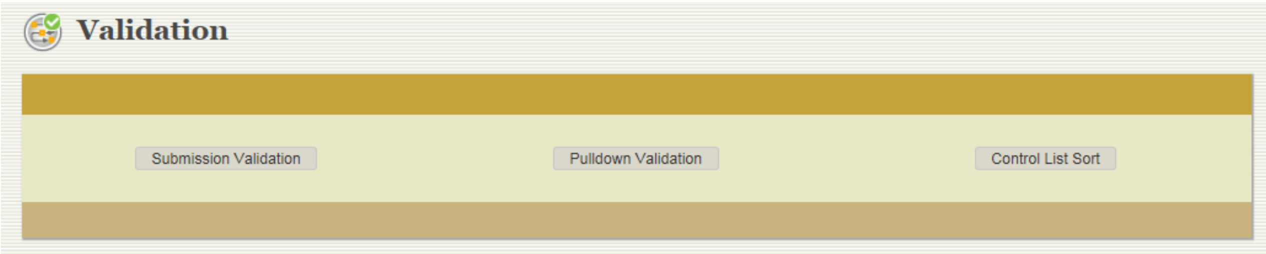
The next option present in the Customs Field is ***Validate Fields.*** This option allows to customise the fields.



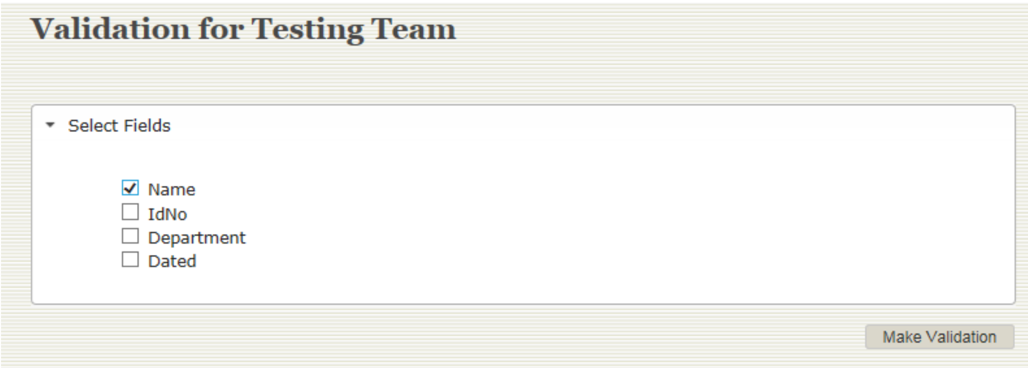

Three types of validation options appear.

1) ***Submission Validation:*** When a custom field is selected in this option, the agent has to enter the selected field in the popup compulsorily. This setting allows the call to be disposed only after updating mandatory custom fields.

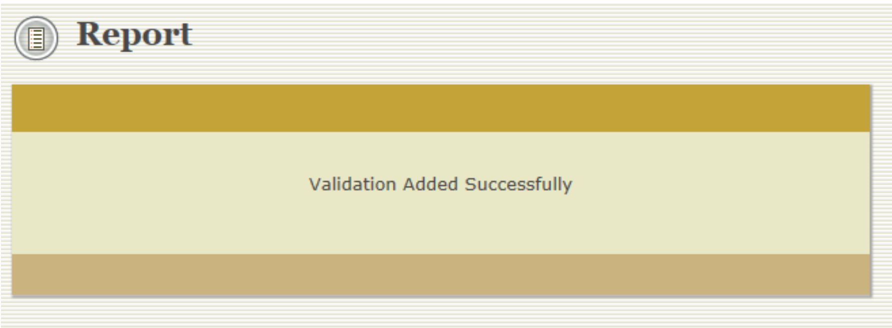
Note: Disposition method has to be set as **manual** (Disable Process→Disposition Method). Now, click **Submission Validation**.



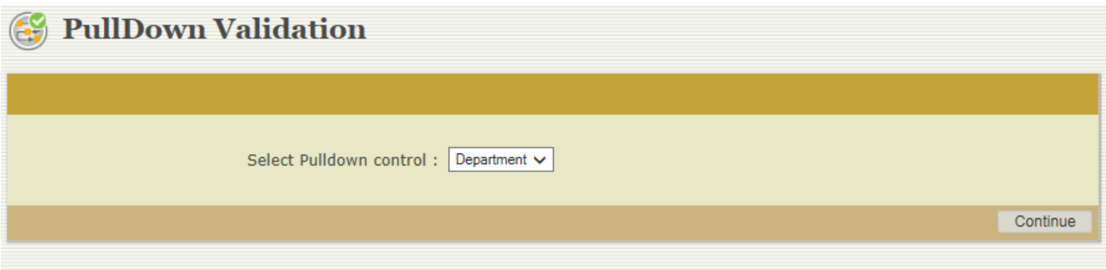

Select the fields and click ***Make Validation***.



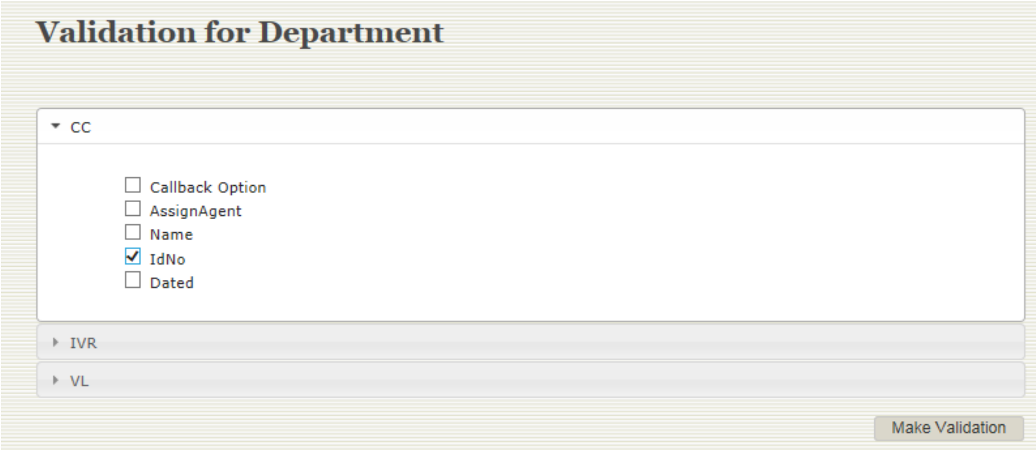

A message appears as “Validation Added Successfully”.



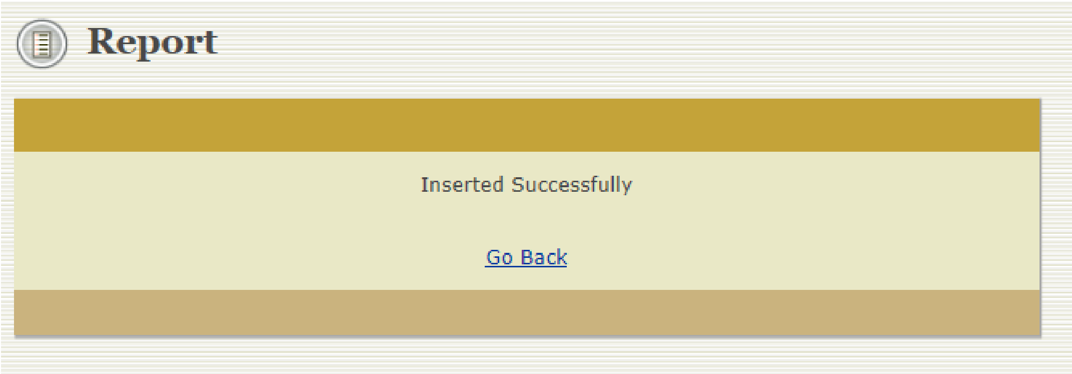

2) ***Pulldown Validation:*** This option allows to enable the sub-fields that shall appear when an agent selects a particular pull down field in the popup window. Based on the selected pull down value, certain custom fields will get enabled in popup. To enable this, select the custom field from the drop down list and click ***Continue***.



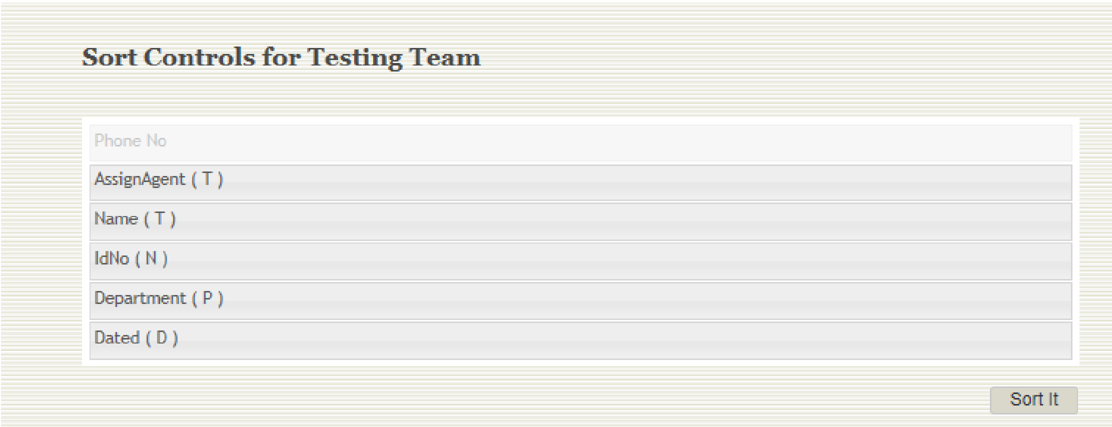

Corresponding to each  pull down value, the sub field will appear in the popup window.

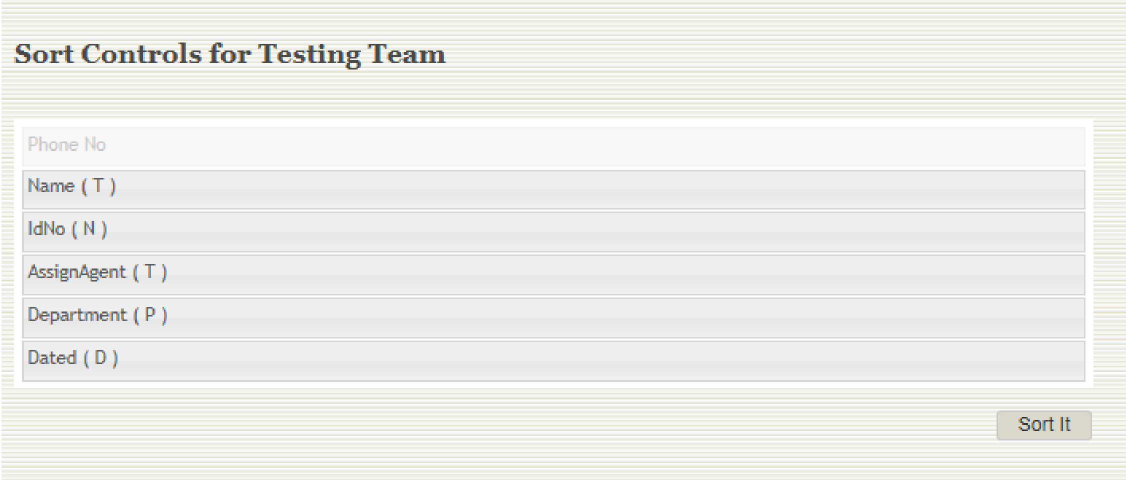


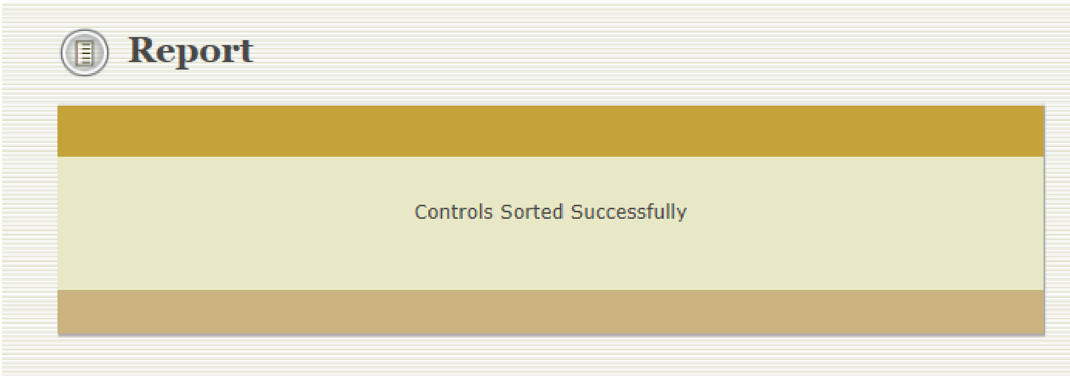

Click ***Make Validation*** to save the settings. A message appears as “Inserted Successfully”.




3) ***Control List Sort:*** Allows to sort the custom fields. The fields can be dragged and placed in a position as required by a user. An example is shown below. A message appears as "**Controls Sorted Successfully"**.

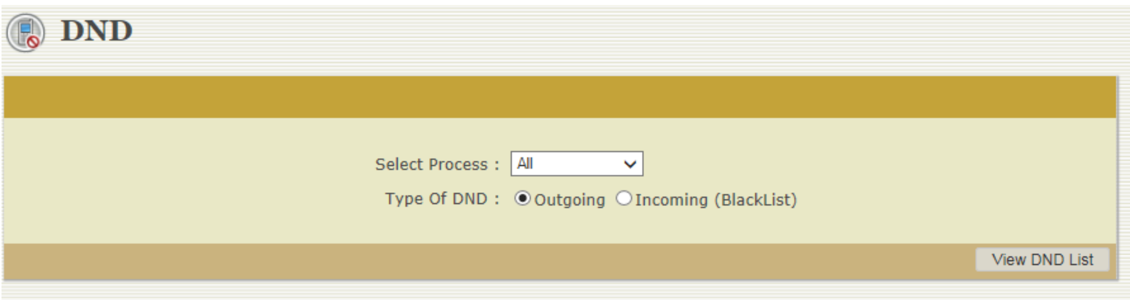




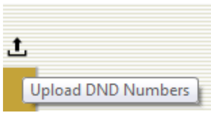




### 5.2.1.8. DND

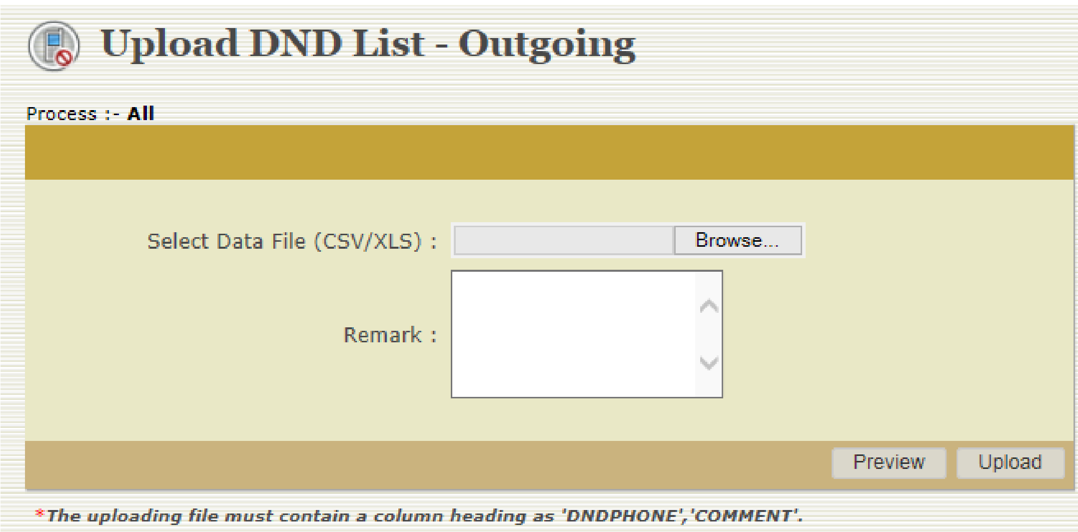

This submenu allows to add/view/update/delete the DND (Do Not Disturb) list or the phone numbers present in this list. Incoming and outgoing calls shall be prohibited for the phone number specified in the DND list. Select **"Outgoing"** or **"Incoming (BlackList)"** from the **Type of DND**. Also, select the process and click ***View DND List***.

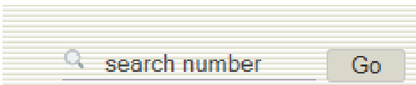


Enter a valid phone number and click ***Add to DND list*** to save the details. There is a provision to add remarks also.


To upload a list of phone numbers, click ***Upload Icon*** and ***Browse*** to select the file. Click ***Preview*** to view the file and then click ***Upload***.

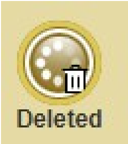


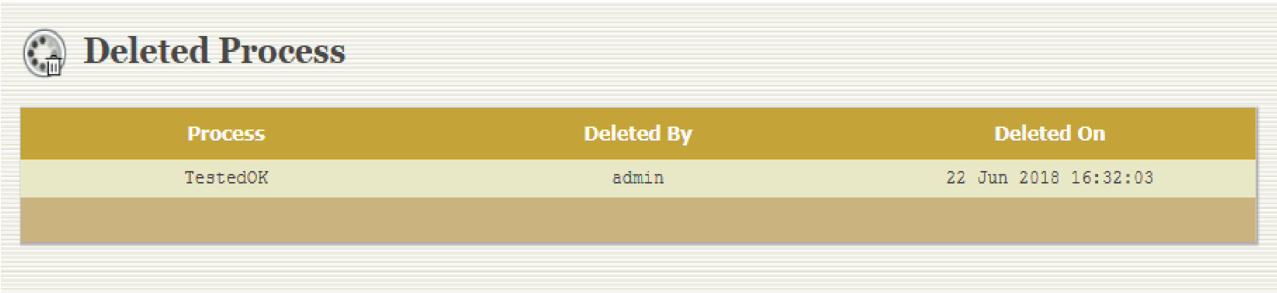

There is search option to search numbers. Enter the number in text field and click ***Go.***

Export icon allows the list of numbers to be exported in CSV format.

#### 5.2.1.9. Deleted




This submenu gives the information about the deleted processes. The details include **"Process"**, **"Deleted By"** and **"Deleted On"** (date and time). Click on the row to view the process related details.




## 5.3. Active Reports

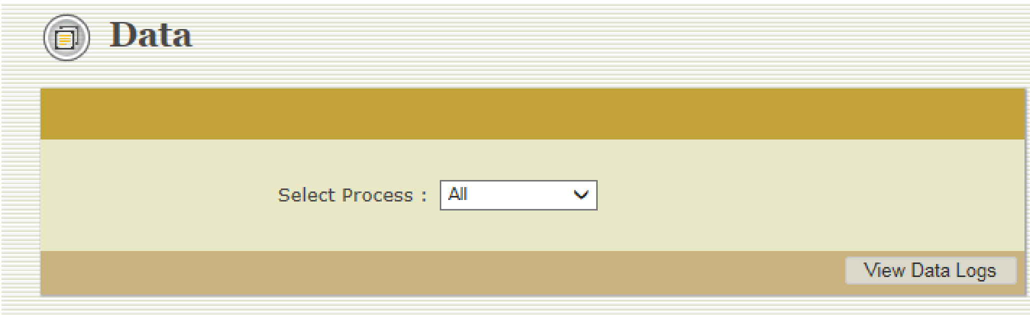
Active reports provide the full-fledged report of currently running processes. This menu gives the details about the data added to individual process, active process logs within a date range and dialed logs of active process within a date range.

### 5.3.1. Active Reports - Submenus

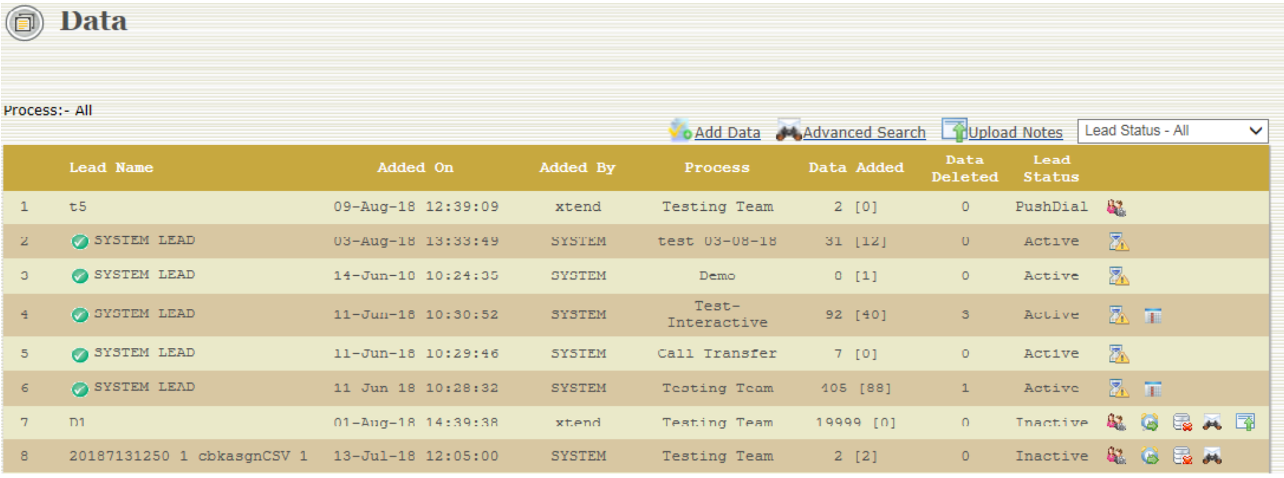
This menu comprises of the following submenus: Data, Process Logs and Dialed Logs. These are briefly explained below:

#### 5.3.1.1. Data


This submenu allows user to add/view the Data Logs.




Select a process and click ***View Data Logs*** to refer the logs of the selected process. The data logs screen include **"Lead Name"**, **"Added On"**, **"Added By","Process"**, **"Data Added"**, **"Data Deleted"** and **"Lead Status"**. **System Leads** are automatically generated at the time of process creation. This includes the preview dials and callback calls of Incoming/Outgoing calls.



# Data

Process:- All

Add Data | Advanced Search | Upload Notes | Lead Status - All

| | Lead Name | Added On | Added By | Process | Data Added | Data Deleted | Lead Status |
|---|---|---|---|---|---|---|---|
| 1 | t5 | 09-Aug-18 12:39:09 | xtend | Testing Team | 2 [0] | 0 | PushDial |
| 2 | SYSTEM LEAD | 03-Aug-18 13:33:49 | SYSTEM | test 03-08-18 | 31 [12] | 0 | Active |
| 3 | SYSTEM LEAD | 14-Jun-18 10:24:35 | SYSTEM | Demo | 0 [1] | 0 | Active |
| 4 | SYSTEM LEAD | 11-Jun-18 10:30:52 | SYSTEM | Test-Interactive | 92 [40] | 3 | Active |
| 5 | SYSTEM LEAD | 11-Jun-18 10:29:46 | SYSTEM | Call Transfer | 7 [0] | 0 | Active |
| 6 | SYSTEM LEAD | 11-Jun-18 10:28:32 | SYSTEM | Testing Team | 105 [88] | 1 | Active |
| 7 | D1 | 01-Aug-18 14:39:38 | xtend | Testing Team | 19999 [0] | 0 | Inactive |
| 8 | 20187131250 1 cbkasgnCSV 1 | 13-Jul-18 12:05:00 | SYSTEM | Testing Team | 2 [2] | 0 | Inactive |

## Data - Related Icons

The icons present are as follows:

**Assign Agents:** Allows to assign the lead to an agent

**Enable Lead:** Allows to enable (activate) the lead

**Disable Lead:** Allows to disable (deactivate) the lead

**Delete All:** Allows to delete the lead

**Repeated Numbers:** Lists all repeated phone numbers

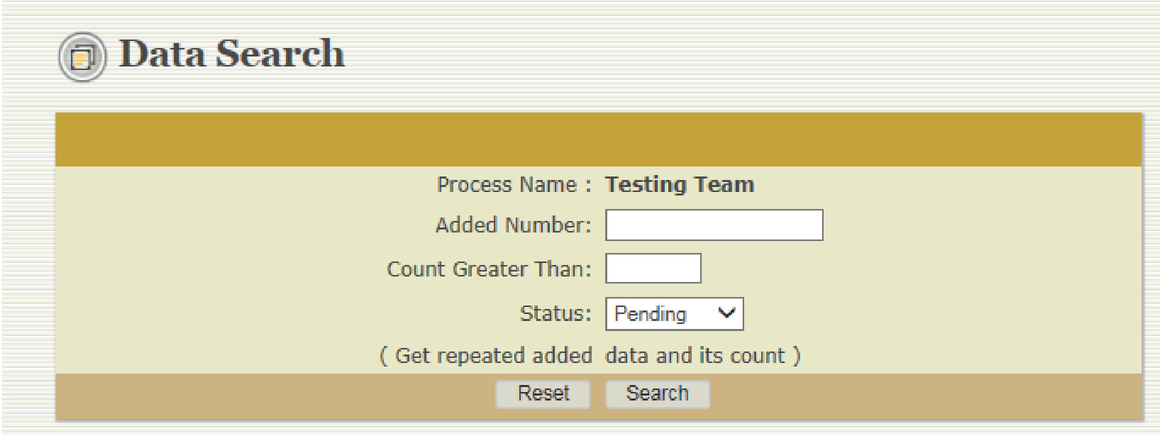
**Notes:** Click to open notes about this lead

**Pending:** Click this icon to view all the pending callback calls

**Delete:** Click this icon to view the deleted callback count

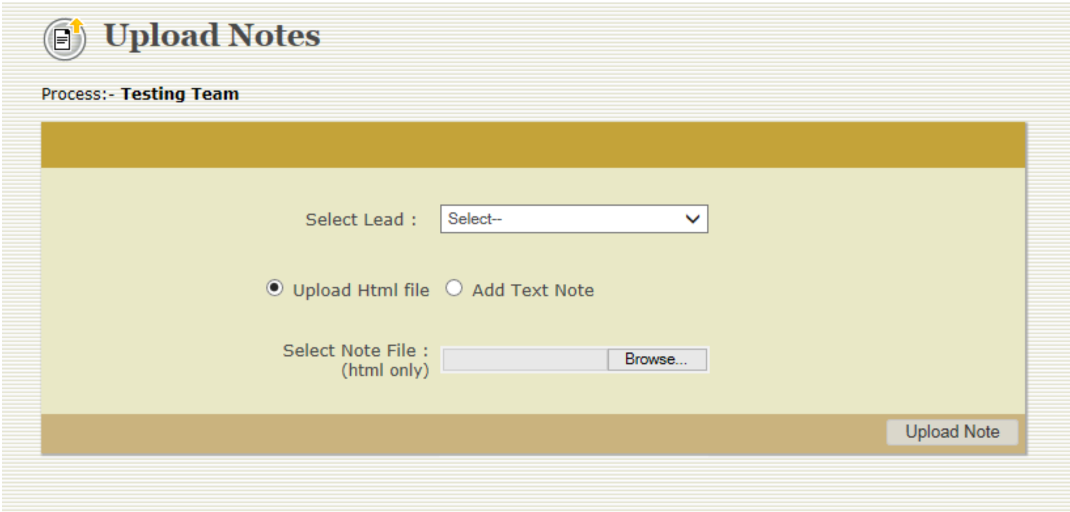
Add Data — Click ***Add Data*** link on the top right of “Data” screen to upload the data

Advanced Search — Allows to retrieve the repeatedly added data and the corresponding count. Search criteria includes “Process Name”, “Added Number”, “Count Greater Than” and “Status” (Pending, Connected, Failed, Inactive, All) to track the required data

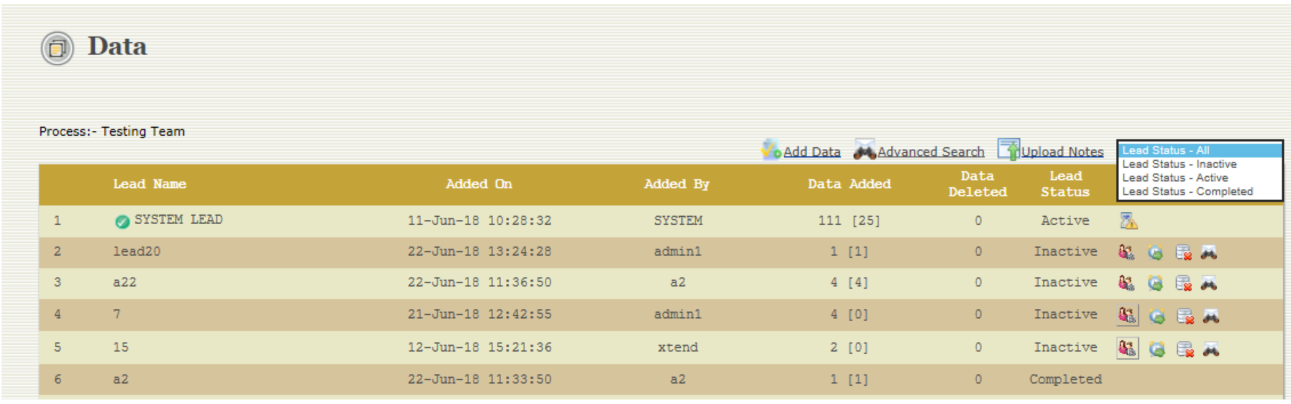




Allows to upload the notes either as an HTML file or a Text note can also be added to a particular process. Select Lead, upload an HTML file or add a text note and click ***Upload Note***.

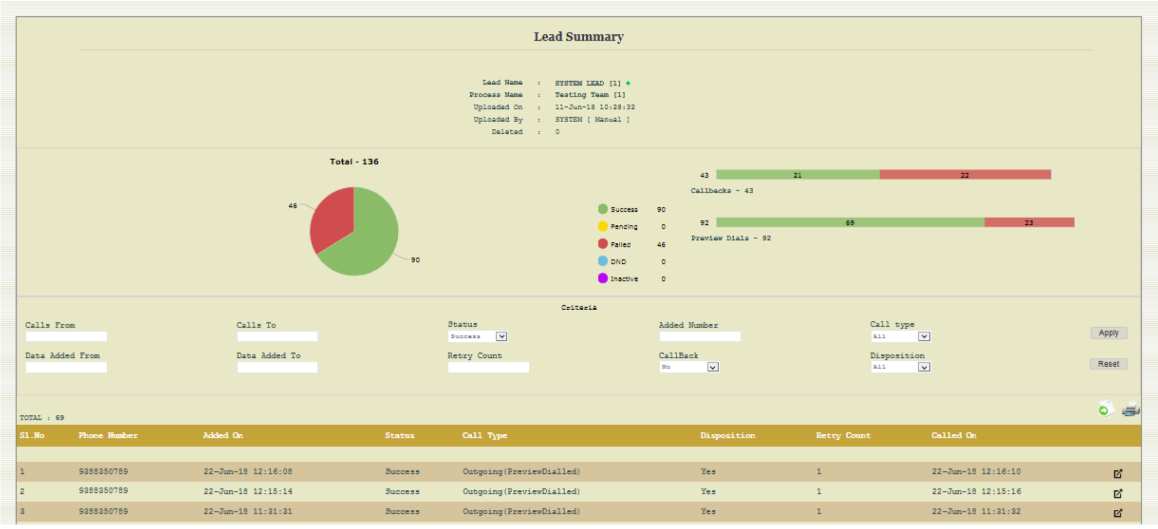


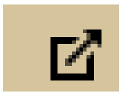

Filter lead status from the top, as shown in the below image.

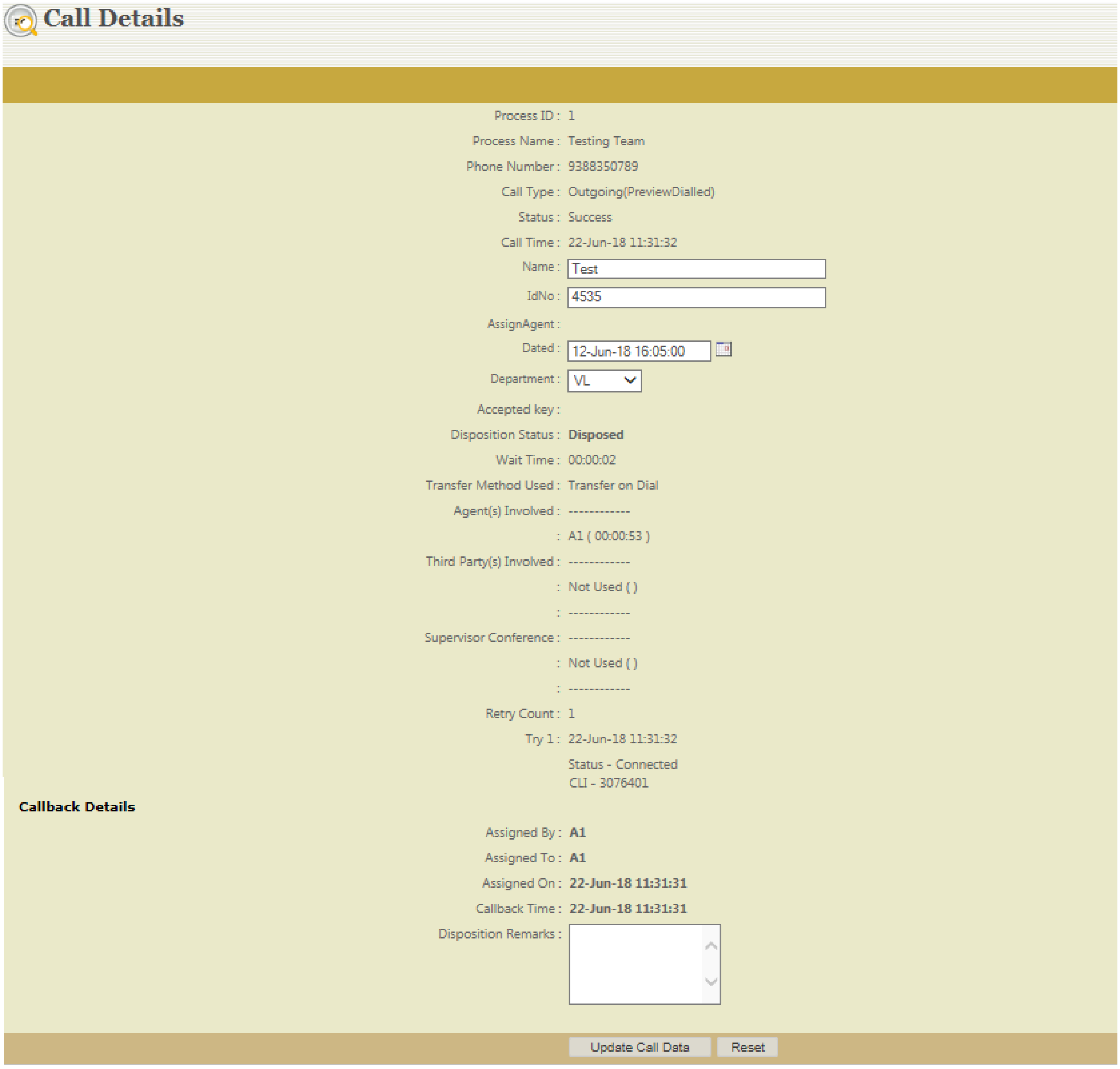



| | Lead Name | Added On | Added By | Data Added | Data Deleted | Lead Status |
|---|---|---|---|---|---|---|
| 1 | SYSTEM LEAD | 11-Jun-18 10:28:32 | SYSTEM | 111 [25] | 0 | Active |
| 2 | lead20 | 22-Jun-18 13:24:28 | admin1 | 1 [1] | 0 | Inactive |
| 3 | a22 | 22-Jun-18 11:36:50 | a2 | 4 [4] | 0 | Inactive |
| 4 | 7 | 21-Jun-18 12:42:55 | admin1 | 4 [0] | 0 | Inactive |
| 5 | 15 | 12-Jun-18 15:21:36 | xtend | 2 [0] | 0 | Inactive |
| 6 | a2 | 22-Jun-18 11:33:50 | a2 | 1 [1] | 0 | Completed |

**Lead Summary:** It provides the information about the overall summary of a lead with the help of a bar diagram and pie chart representation. Click particular row to get specific information on each lead. Details such as Lead name, Process name, Uploaded date etc. will be provided. The pie chart is based on the status of total calls and this includes Success, Pending, Failed, DND and Inactive calls, while the bar diagram shows the Callbacks and Base uploads (based on leads)/Preview dials(based on System leads). Click on the options named Success, Pending, Failed, DND and Inactive to get a sorted list. Different search criteria like Calls From, Calls To, Status, Added Number, Call Type, Data Added From, Data Added To, Retry Count, CallBack and Disposition are also available to retrieve the sorted list.

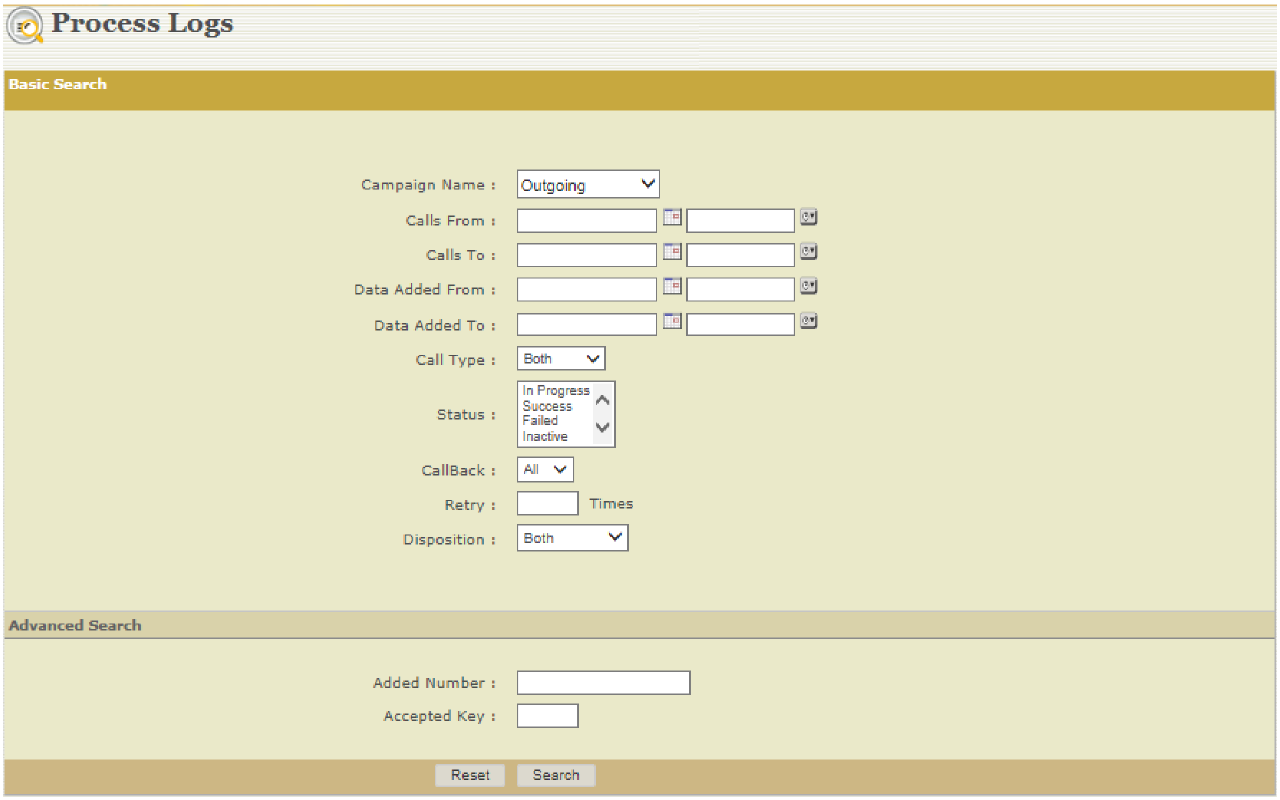


 Click on the icon present in the list to view all the details of the particular call.

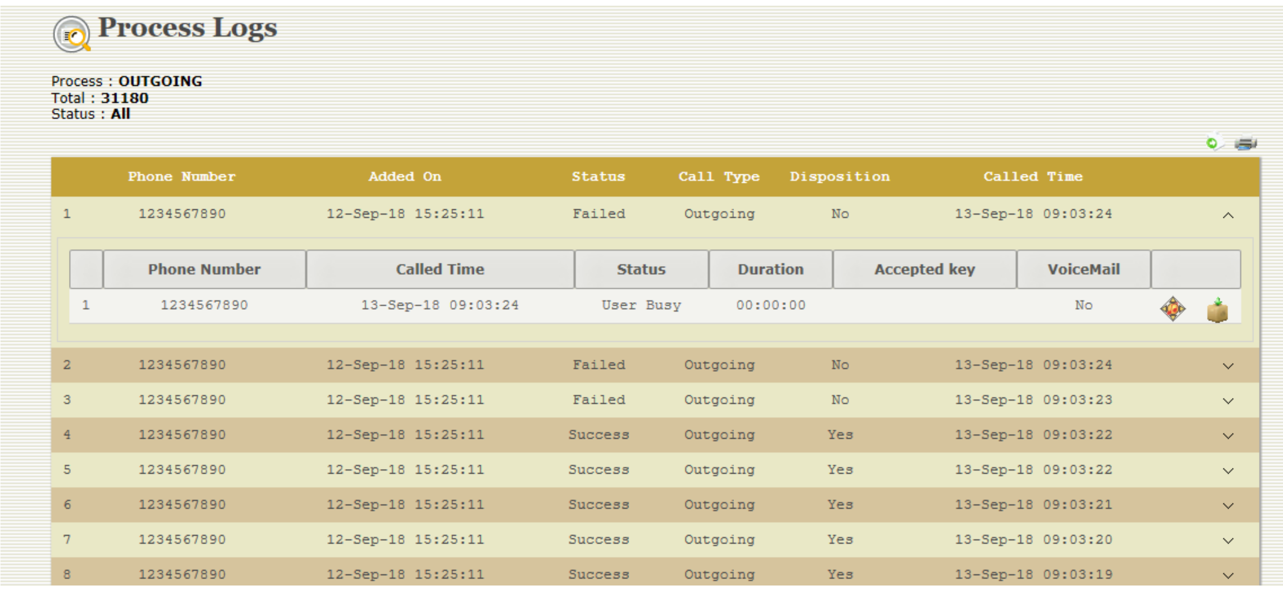


### 5.3.1.2. Process Logs


This submenu allows the user to fetch the logged call details of an individual process that are currently active within the specified date range. User can search based on a specified criteria that include **“Process Name”**, **“Data Added From”**, **“Data Added To”**, **“Calls From”**, **“Calls To”**, **“Added Number”**, **“Call Type”**,**“CallBack “Status”**, **“Retry”**, **“Accepted Key”** and **“Disposition”**.




The search that matches the given criterion are displayed as shown below. The process log information includes **“Phone Number”**, **“Added On”**, **“Status”**, **“Call Type”**, **“Disposition”** and **“Called On”**. On clicking the drop down arrow present towards the right side, user can view the details of the call and the wave log will be also available.


Process Logs

Process : OUTGOING
Total : 31180
Status : All

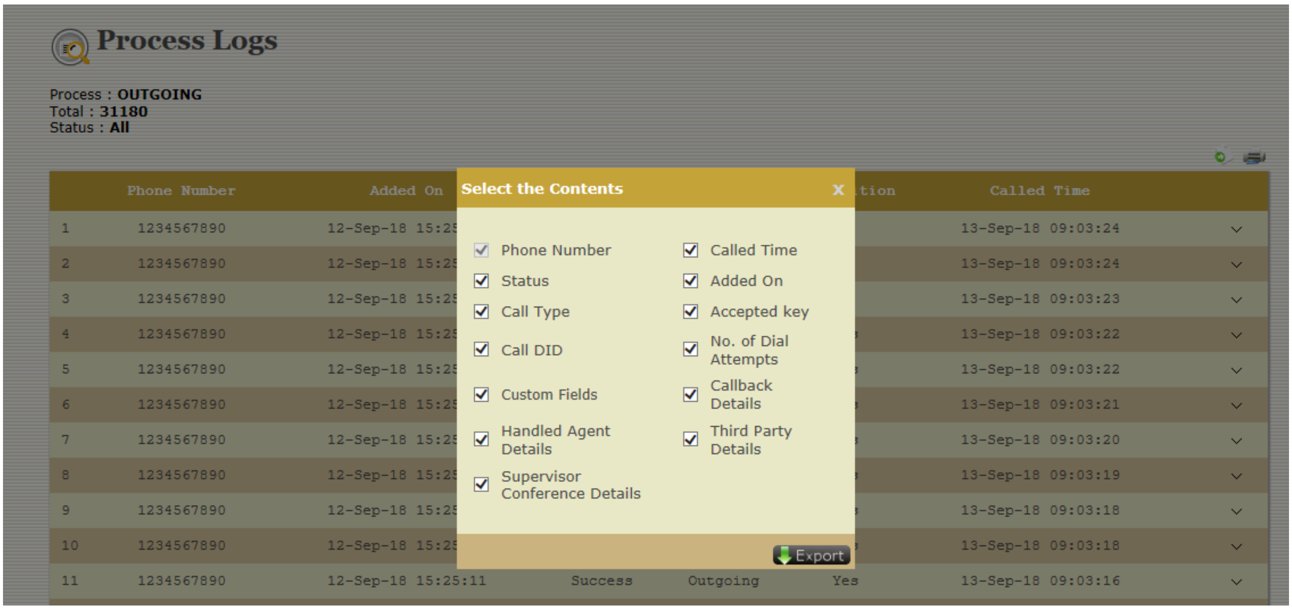
| | Phone Number | Added On | Status | Call Type | Disposition | Called Time |
|---|---|---|---|---|---|---|
| 1 | 1234567890 | 12-Sep-18 15:25:11 | Failed | Outgoing | No | 13-Sep-18 09:03:24 |

| | Phone Number | Called Time | Status | Duration | Accepted key | VoiceMail |
|---|---|---|---|---|---|---|
| 1 | 1234567890 | 13-Sep-18 09:03:24 | User Busy | 00:00:00 | | No |

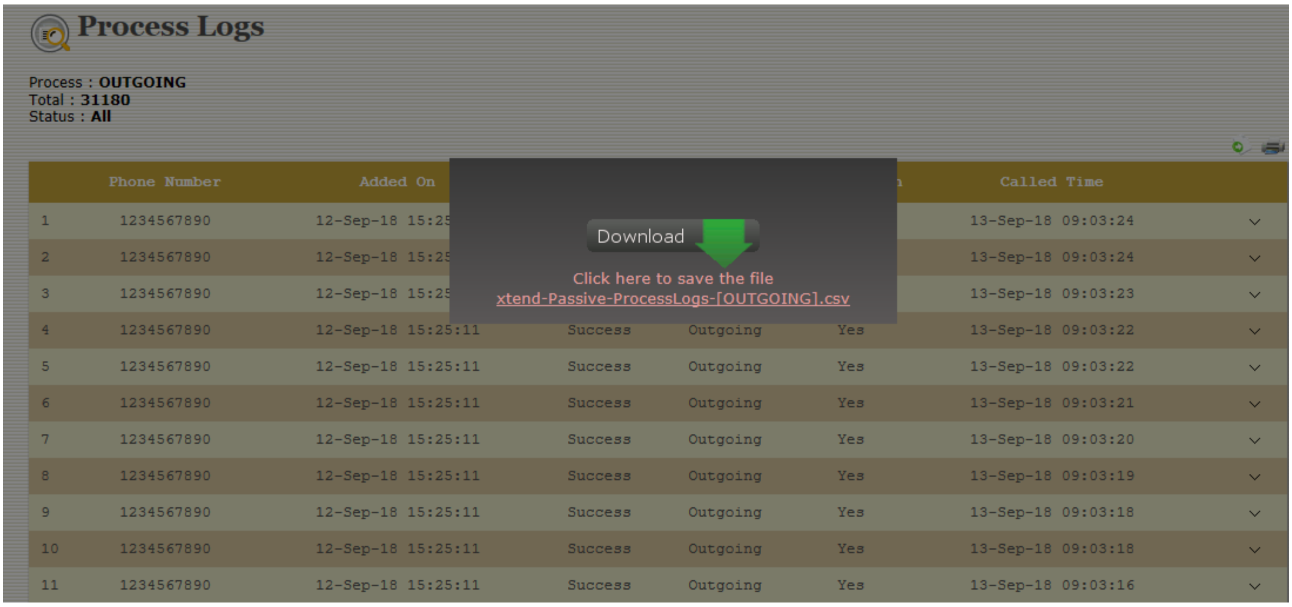
| | Phone Number | Added On | Status | Call Type | Disposition | Called Time |
|---|---|---|---|---|---|---|
| 2 | 1234567890 | 12-Sep-18 15:25:11 | Failed | Outgoing | No | 13-Sep-18 09:03:24 |
| 3 | 1234567890 | 12-Sep-18 15:25:11 | Failed | Outgoing | No | 13-Sep-18 09:03:23 |
| 4 | 1234567890 | 12-Sep-18 15:25:11 | Success | Outgoing | Yes | 13-Sep-18 09:03:22 |
| 5 | 1234567890 | 12-Sep-18 15:25:11 | Success | Outgoing | Yes | 13-Sep-18 09:03:22 |
| 6 | 1234567890 | 12-Sep-18 15:25:11 | Success | Outgoing | Yes | 13-Sep-18 09:03:21 |
| 7 | 1234567890 | 12-Sep-18 15:25:11 | Success | Outgoing | Yes | 13-Sep-18 09:03:20 |
| 8 | 1234567890 | 12-Sep-18 15:25:11 | Success | Outgoing | Yes | 13-Sep-18 09:03:19 |

Click on any field to view the details corresponding to the selected record.


**Export:** This icon allows to export Process Logs of Active Reports. Click to select the fields as shown in the below screen and then again select ***Export***.



Click ***Download*** to save the file to a specific location.

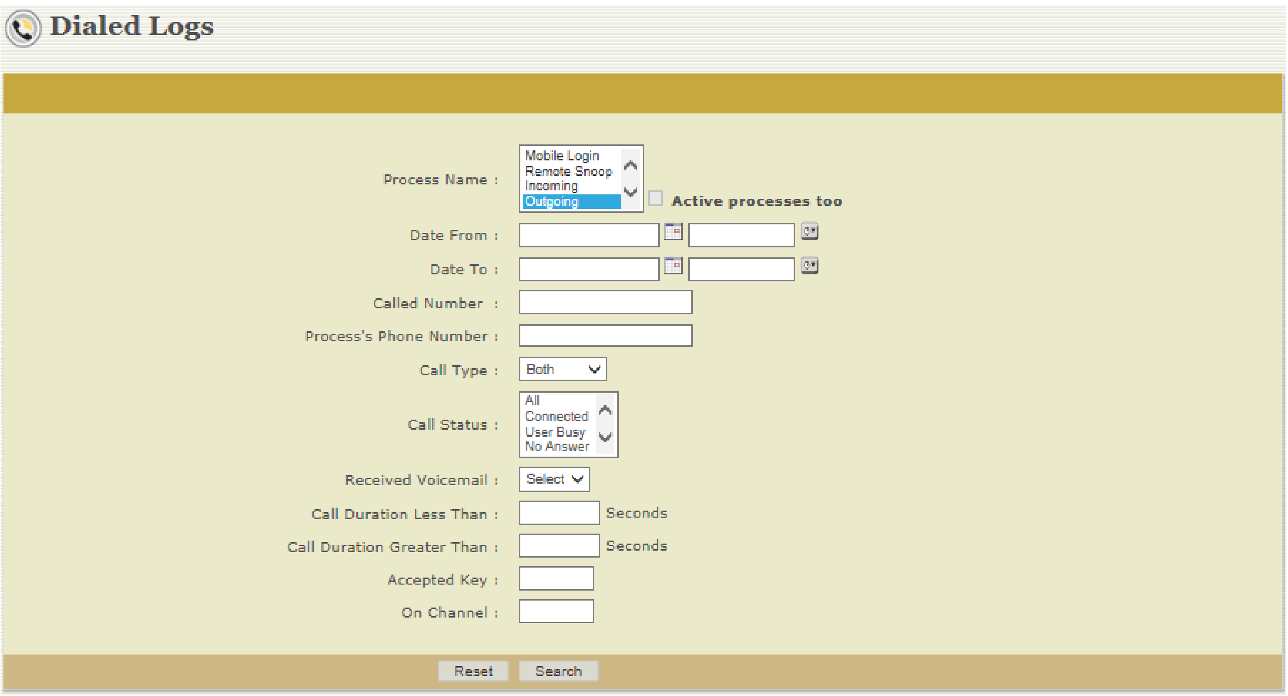



Use print option to take the print out of this page.

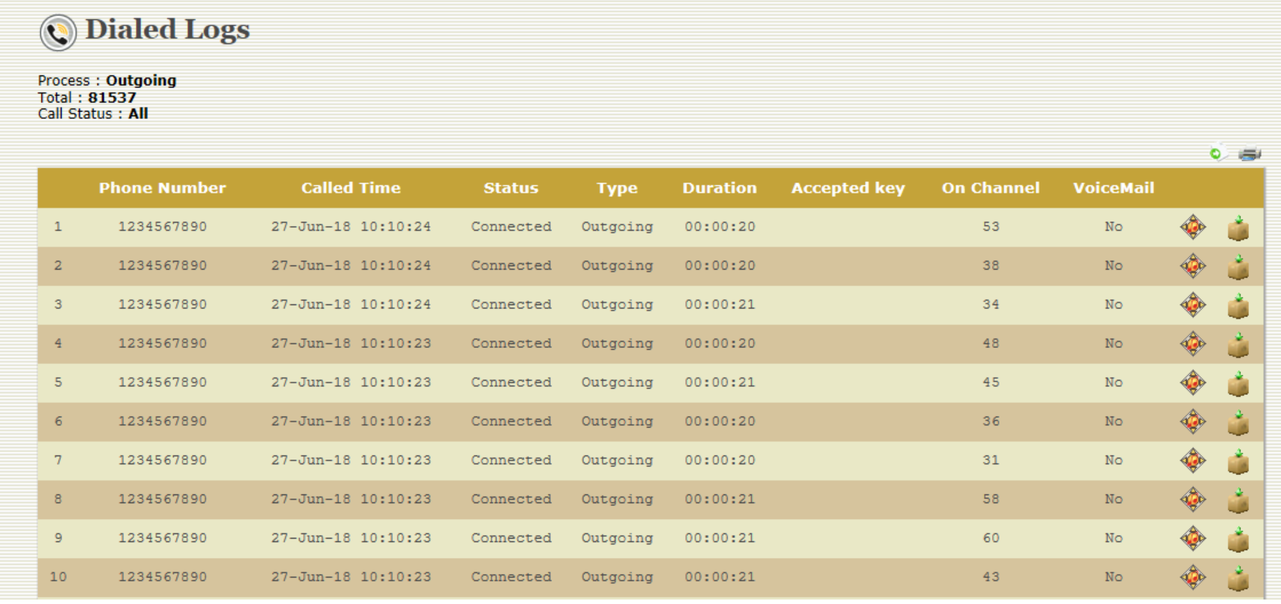
*Note: The "Export" and "Print" icon that appears on the respective pages of the web interface has the same functionality as explained above.*

### 5.3.1.3. Dialed Logs


This submenu allows to perform an elaborate search and retrieval of the dialed logs of an active processes within the specified date range. Apart from the simple search criteria, here the user can also fetch details based on call duration less than/greater than a particular time duration (in seconds). Here, user can search, based on the Call Status (i.e. Connected, User Busy, No Answer, Missed Call and Call Failed).



The search result page includes the details of selected process like **“Phone Number”**, **“Called On”**, **“Status”** (Connected, Call Failed, Success), **“Type”** (incoming, outgoing, both), **“Duration”**, **“Accepted key”**, **“On Channel”** and **“VoiceMail”**.

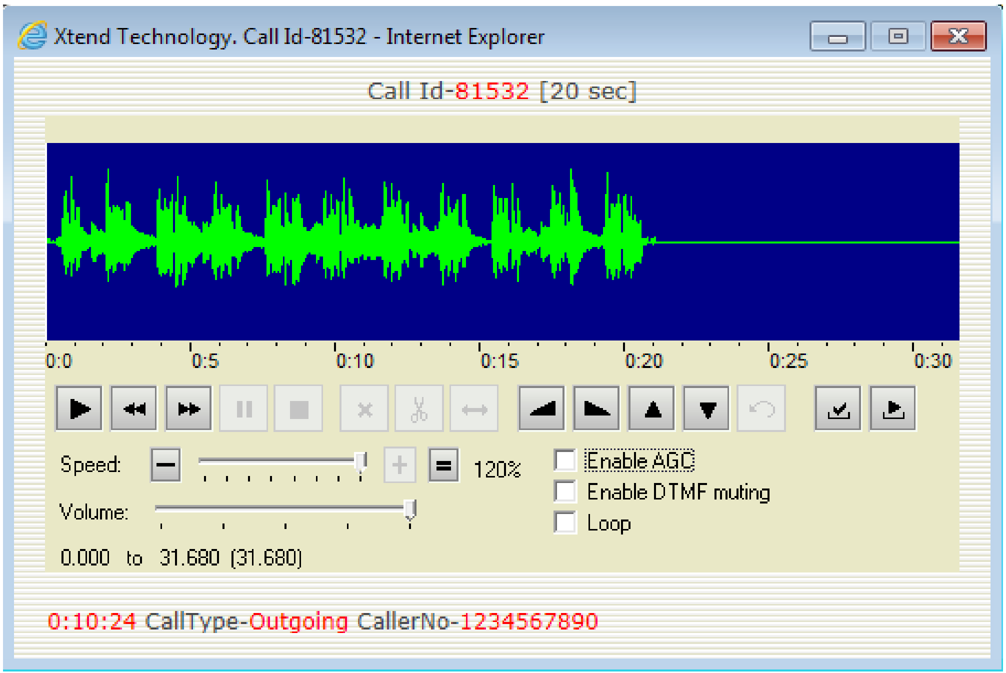


Dialed Logs

Process : **Outgoing**
Total : **81537**
Call Status : **All**

| | Phone Number | Called Time | Status | Type | Duration | Accepted key | On Channel | VoiceMail | | |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 1234567890 | 27-Jun-18 10:10:24 | Connected | Outgoing | 00:00:20 | | 53 | No | | |
| 2 | 1234567890 | 27-Jun-18 10:10:24 | Connected | Outgoing | 00:00:20 | | 38 | No | | |
| 3 | 1234567890 | 27-Jun-18 10:10:24 | Connected | Outgoing | 00:00:21 | | 34 | No | | |
| 4 | 1234567890 | 27-Jun-18 10:10:23 | Connected | Outgoing | 00:00:20 | | 48 | No | | |
| 5 | 1234567890 | 27-Jun-18 10:10:23 | Connected | Outgoing | 00:00:21 | | 45 | No | | |
| 6 | 1234567890 | 27-Jun-18 10:10:23 | Connected | Outgoing | 00:00:20 | | 36 | No | | |
| 7 | 1234567890 | 27-Jun-18 10:10:23 | Connected | Outgoing | 00:00:20 | | 31 | No | | |
| 8 | 1234567890 | 27-Jun-18 10:10:23 | Connected | Outgoing | 00:00:21 | | 58 | No | | |
| 9 | 1234567890 | 27-Jun-18 10:10:23 | Connected | Outgoing | 00:00:21 | | 60 | No | | |
| 10 | 1234567890 | 27-Jun-18 10:10:23 | Connected | Outgoing | 00:00:21 | | 43 | No | | |

**Wave Player:** Allows to play and listen to the recorded call through the ActiveX Audio Player. Different playback options like Play, Pause, Rewind, Delete, Trim, Fade In, Fade Out, Multiple Region Selection etc. are available. Speed and volume of the audio can be adjusted and the user can also enable AGC, DTMF muting and Loop to listen to the recorded audio file.



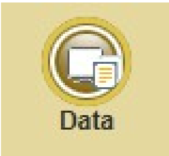
## 5.4. Passive Reports

This menu gives the information about the inactive processes. Currently inactive process details which were active earlier can be fetched from this option.

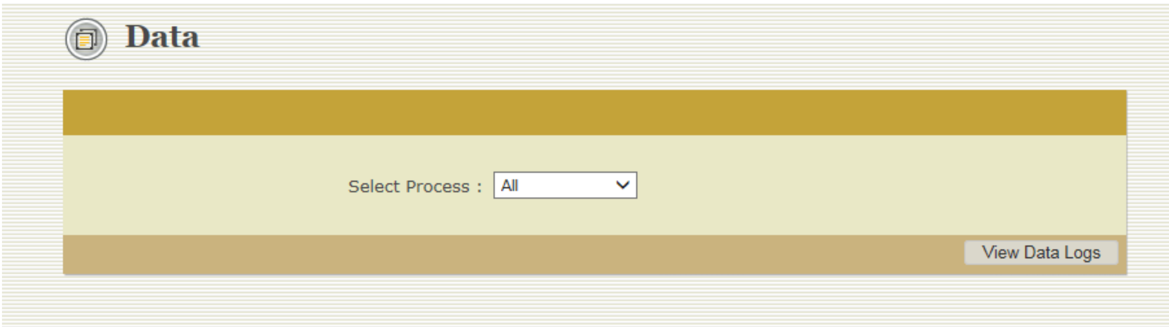
### 5.4.1. Passive Reports - Submenus

This menu comprises of the following submenus: Data, Process Logs, Dialed Logs. These are briefly explained below:

#### 5.4.1.1. Data




This submenu allows user to add/view the Data Logs of the processes that were active but currently in inactive state. Select a process and click ***View Data Logs***.



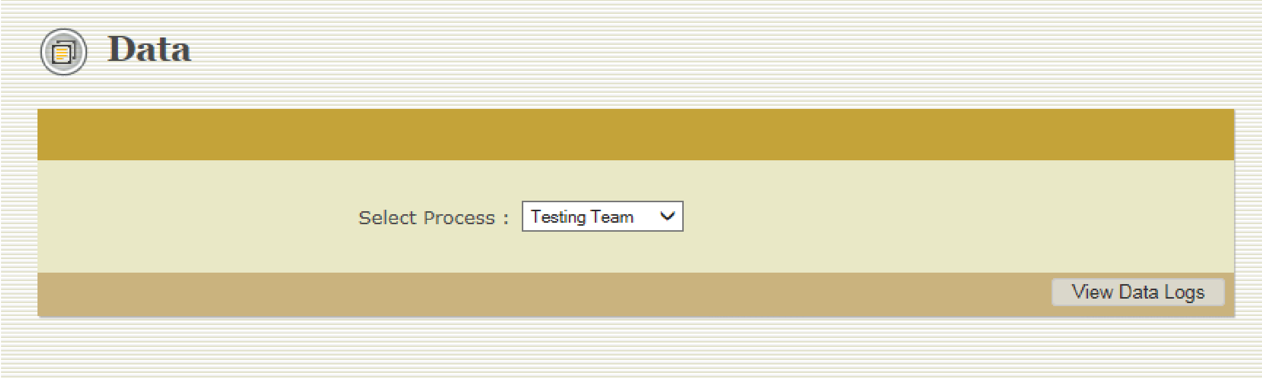

The data logs with details like **"Lead Name"**, **"Added On"**, **"Added By"**, **"Process"**, **"Total Data Added"**, **"Data Deleted"** and **"Lead Status"** will get displayed.

Process:- All

Add Data Advanced Search Upload Notes Lead Status - All

| | Lead Name | Added On | Added By | Process | Data Added | Data Deleted | Lead Status |
|---|---|---|---|---|---|---|---|
| 1 | SYSTEM LEAD | 18-Jun-18 16:12:27 | SYSTEM | Queue Callback | 0 [0] | 0 | No Data |
| 2 | SYSTEM LEAD | 14-Jun-18 10:24:35 | SYSTEM | Demo | 0 [0] | 0 | No Data |
| 3 | SYSTEM LEAD | 11-Jun-18 15:16:58 | SYSTEM | Outgoing | 0 [0] | 0 | No Data |
| 4 | SYSTEM LEAD | 11-Jun-18 15:16:14 | SYSTEM | Incoming | 0 [0] | 0 | No Data |
| 5 | SYSTEM LEAD | 11-Jun-18 13:34:26 | SYSTEM | Remote Snoop | 0 [0] | 0 | No Data |
| 6 | load2 | 18-Jun-18 16:37:11 | xtend | Outgoing | 30311 [0] | 0 | Active |
| 7 | load1 | 18-Jun-18 16:12:49 | xtend | Outgoing | 30311 [0] | 0 | Active |
| 8 | y1 | 14-Jun-18 17:51:29 | xtend | Outgoing | 30311 [0] | 0 | Completed |
| 9 | 89 | 14-Jun-18 14:48:34 | admin1 | Demo | 4 [0] | 0 | Completed |
| 10 | lead1 | 14-Jun-18 10:26:51 | admin1 | Demo | 20000 [0] | 20000 | Deleted |
| 11 | 14 | 11-Jun-18 15:51:58 | xtend | Outgoing | 5000 [0] | 0 | Completed |
| 12 | 13 | 11-Jun-18 15:49:13 | xtend | Outgoing | 5000 [0] | 0 | Completed |
| 13 | 12 | 11-Jun-18 15:31:59 | xtend | Outgoing | 19999 [0] | 0 | Completed |
| 14 | 11 | 11-Jun-18 15:19:09 | xtend | Outgoing | 19999 [0] | 0 | Completed |

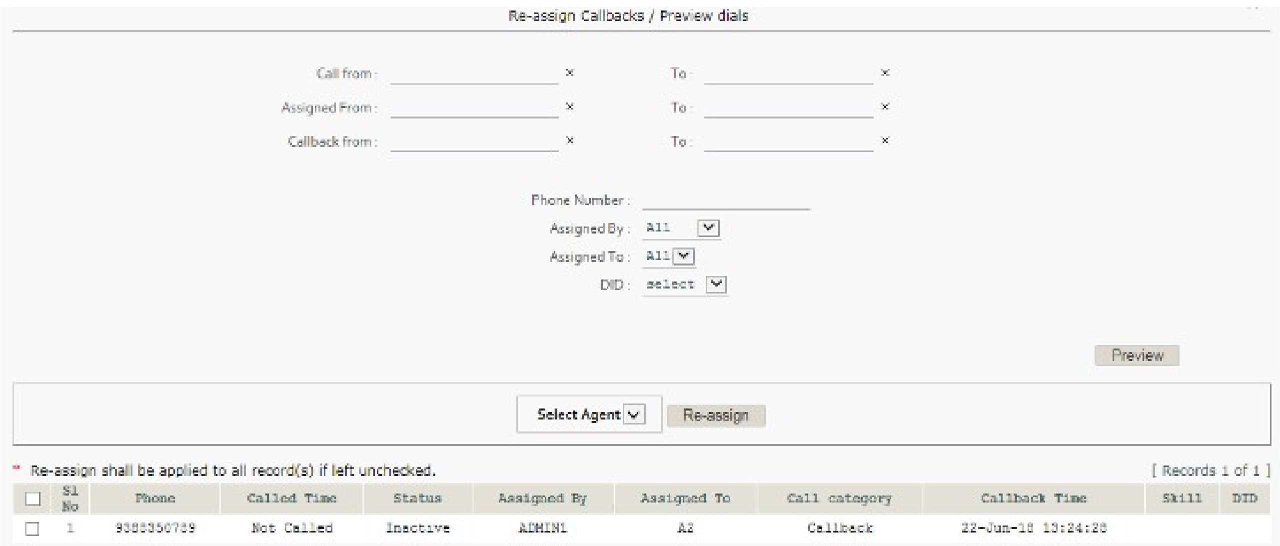
In the above image, icons are present on the right side of each corresponding record. The significance of these icons has been already explained in the *Section 5.3.1.1*. Active Reports→Data. Refer this section to learn about it.




**Re-assign calls**: An Admin can reassign the calls to another agent by clicking the reassign option present in Data Logs. The reassign option is available only for an individual process.

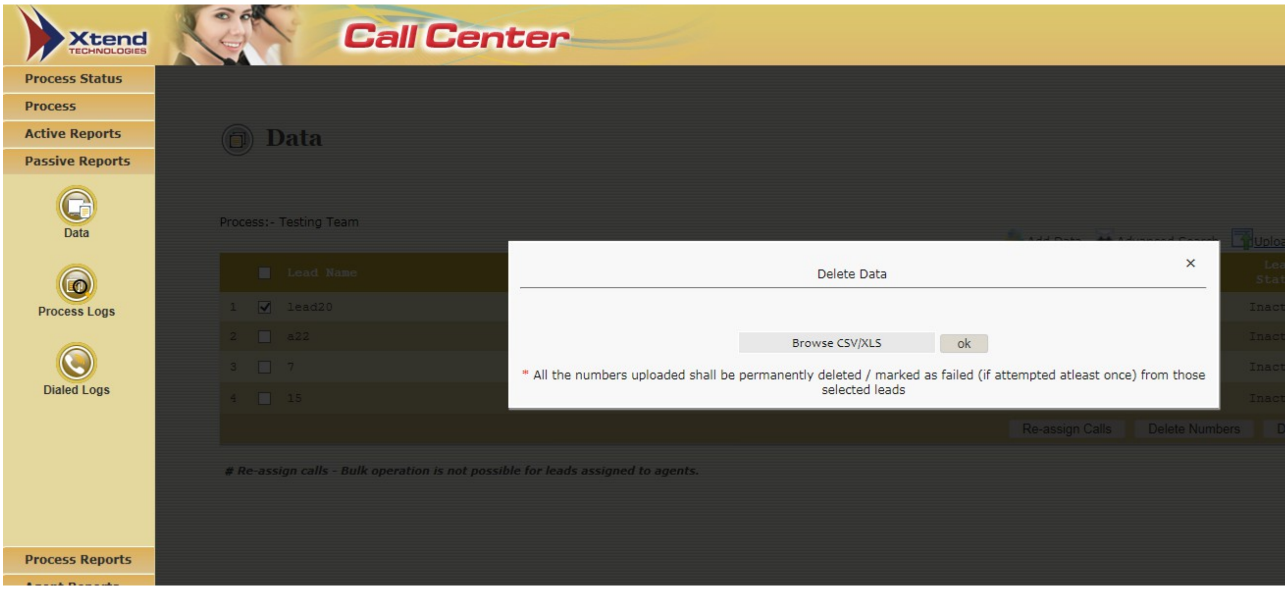
Select → Active/Inactive Leads → Click Re-assign Calls.


A window will appear as shown below. In that, add the appropriate details and click ***Preview***. The callback calls will be listed, and from that, select the needed details and also select the corresponding agent from the drop down list and click ***Re-assign***.



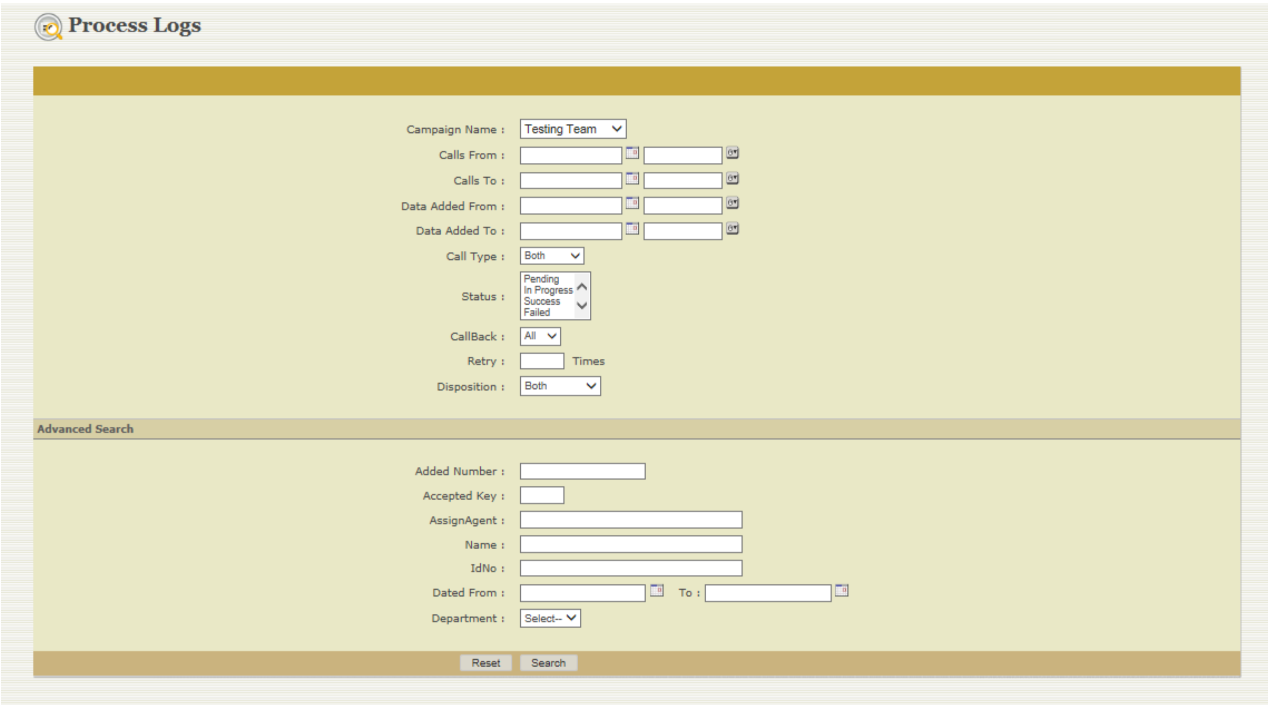
**Bulk Data Delete:** An Admin can delete bulk data by uploading CSV file.

Select → Inactive leads → Select one lead → Click ***Delete Numbers*** → Browse the CSV file that contains the numbers to delete → Click ***Ok***.

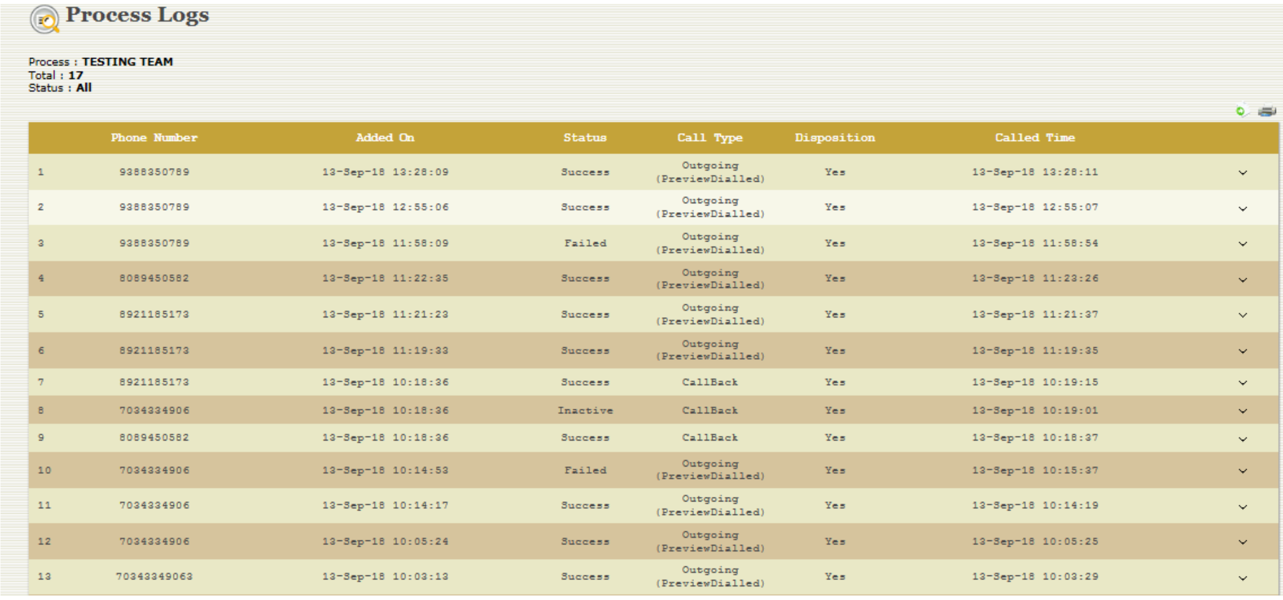



### 5.4.1.2. Process Logs


This submenu displays the log details of processes, which were active in between a specific date range but currently in inactive state. Select the "Process Name", enter the details and click ***Search***. On the basis of Date Range, Added Number, Call Type, Status, Retried times, etc. complete log details can be viewed.




A window with process log details will get displayed as shown below.



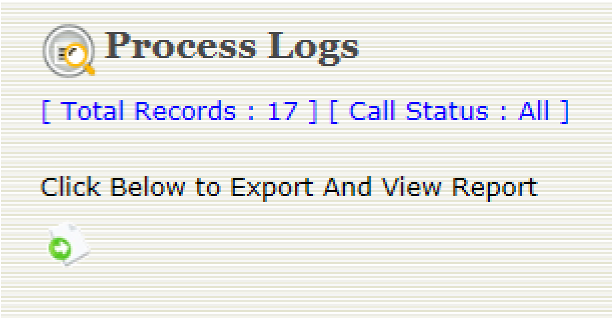
Process Logs

Process : **TESTING TEAM**
Total : **17**
Status : **All**

| | Phone Number | Added On | Status | Call Type | Disposition | Called Time |
|---|---|---|---|---|---|---|
| 1 | 9388350789 | 13-Sep-18 13:28:09 | Success | Outgoing (PreviewDialled) | Yes | 13-Sep-18 13:28:11 |
| 2 | 9388350789 | 13-Sep-18 12:55:06 | Success | Outgoing (PreviewDialled) | Yes | 13-Sep-18 12:55:07 |
| 3 | 9388350789 | 13-Sep-18 11:58:09 | Failed | Outgoing (PreviewDialled) | Yes | 13-Sep-18 11:58:54 |
| 4 | 8089450582 | 13-Sep-18 11:22:35 | Success | Outgoing (PreviewDialled) | Yes | 13-Sep-18 11:23:26 |
| 5 | 8921185173 | 13-Sep-18 11:21:23 | Success | Outgoing (PreviewDialled) | Yes | 13-Sep-18 11:21:37 |
| 6 | 8921185173 | 13-Sep-18 11:19:33 | Success | Outgoing (PreviewDialled) | Yes | 13-Sep-18 11:19:35 |
| 7 | 8921185173 | 13-Sep-18 10:18:36 | Success | CallBack | Yes | 13-Sep-18 10:19:15 |
| 8 | 7034334906 | 13-Sep-18 10:18:36 | Inactive | CallBack | Yes | 13-Sep-18 10:19:01 |
| 9 | 8089450582 | 13-Sep-18 10:18:36 | Success | CallBack | Yes | 13-Sep-18 10:18:37 |
| 10 | 7034334906 | 13-Sep-18 10:14:53 | Failed | Outgoing (PreviewDialled) | Yes | 13-Sep-18 10:15:37 |
| 11 | 7034334906 | 13-Sep-18 10:14:17 | Success | Outgoing (PreviewDialled) | Yes | 13-Sep-18 10:14:19 |
| 12 | 7034334906 | 13-Sep-18 10:05:24 | Success | Outgoing (PreviewDialled) | Yes | 13-Sep-18 10:05:25 |
| 13 | 70343349063 | 13-Sep-18 10:03:13 | Success | Outgoing (PreviewDialled) | Yes | 13-Sep-18 10:03:29 |

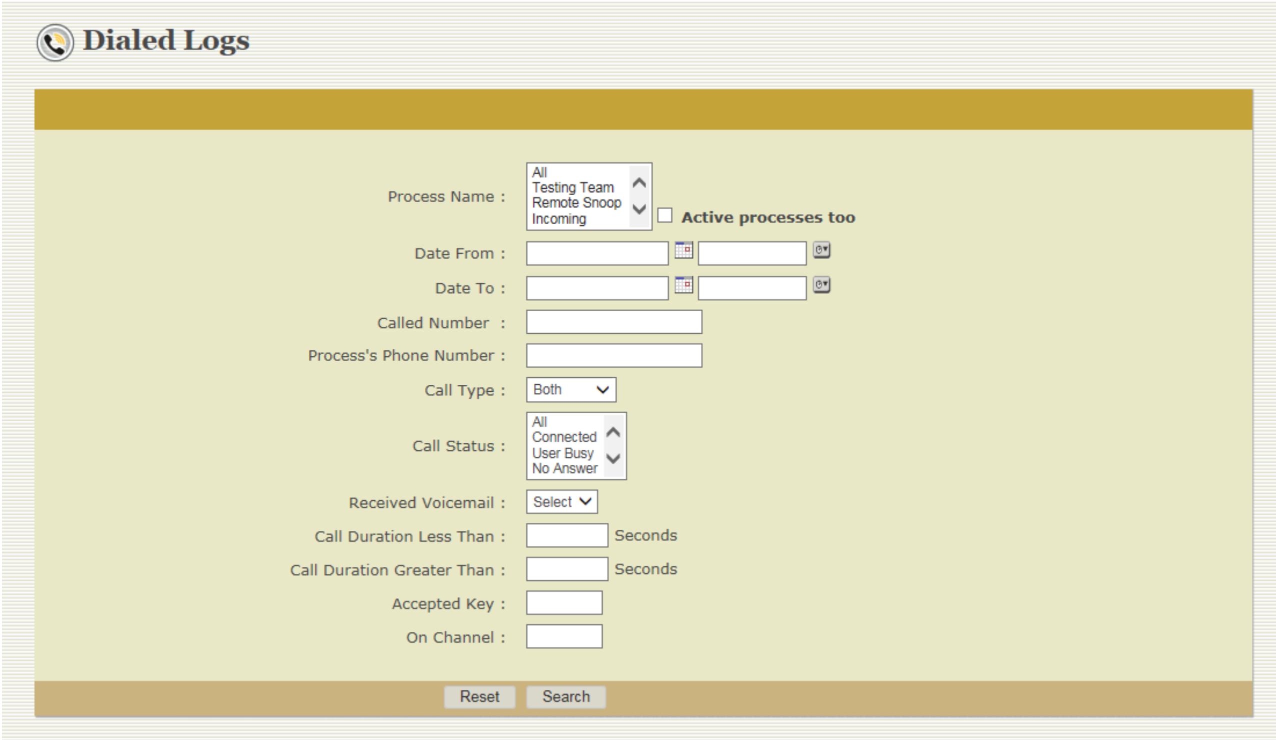
If the “Process Name” is selected as “All” as shown below, a window with export option appears.

The process log details with total number of process and the added number will be displayed. User can “Export” and save the details.

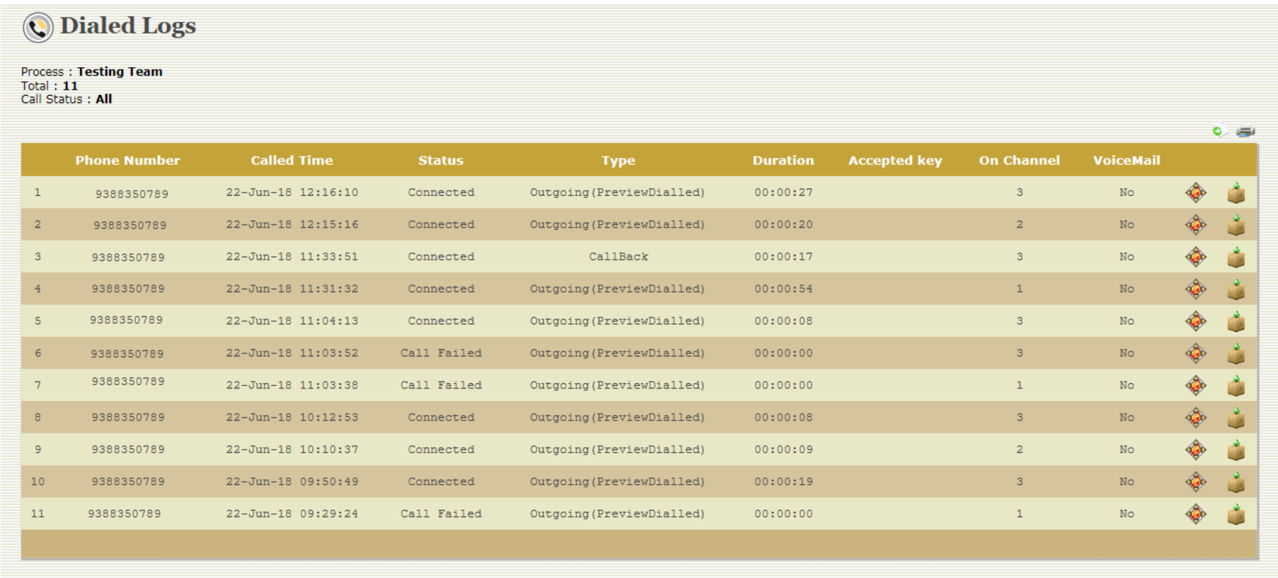



### 5.4.1.3. Dialed Logs


This submenu displays the outbound/inbound log details of currently inactive processes. An advanced search window appears as shown below. Date range, called number, process phone number, call type, call status, call duration less than/greater than, or the logs of a particular channel etc. can be searched from this option.




The search that matches the given criterion are displayed as shown below. The search result page obtained includes the information like **"Phone Number"**, **"Called On"**, **"Status"** (call connected/failed), **"Call Type"**, **"Duration"**, **"Accepted Key"**, **"On Channel"** and **"Voicemail"**. The dialed log details of a particular process can be exported, downloaded and saved to a file or the page can be printed using the "Print" option.


Dialed Logs

Process : **Testing Team**
Total : **11**
Call Status : **All**

| | Phone Number | Called Time | Status | Type | Duration | Accepted key | On Channel | VoiceMail |
|---|---|---|---|---|---|---|---|---|
| 1 | 9388350789 | 22-Jun-18 12:16:10 | Connected | Outgoing(PreviewDialled) | 00:00:27 | | 3 | No |
| 2 | 9388350789 | 22-Jun-18 12:15:16 | Connected | Outgoing(PreviewDialled) | 00:00:20 | | 2 | No |
| 3 | 9388350789 | 22-Jun-18 11:33:51 | Connected | CallBack | 00:00:17 | | 3 | No |
| 4 | 9388350789 | 22-Jun-18 11:31:32 | Connected | Outgoing(PreviewDialled) | 00:00:54 | | 1 | No |
| 5 | 9388350789 | 22-Jun-18 11:04:13 | Connected | Outgoing(PreviewDialled) | 00:00:08 | | 3 | No |
| 6 | 9388350789 | 22-Jun-18 11:03:52 | Call Failed | Outgoing(PreviewDialled) | 00:00:00 | | 3 | No |
| 7 | 9388350789 | 22-Jun-18 11:03:38 | Call Failed | Outgoing(PreviewDialled) | 00:00:00 | | 1 | No |
| 8 | 9388350789 | 22-Jun-18 10:12:53 | Connected | Outgoing(PreviewDialled) | 00:00:08 | | 3 | No |
| 9 | 9388350789 | 22-Jun-18 10:10:37 | Connected | Outgoing(PreviewDialled) | 00:00:09 | | 2 | No |
| 10 | 9388350789 | 22-Jun-18 09:50:49 | Connected | Outgoing(PreviewDialled) | 00:00:19 | | 3 | No |
| 11 | 9388350789 | 22-Jun-18 09:29:24 | Call Failed | Outgoing(PreviewDialled) | 00:00:00 | | 1 | No |

## 5.5. Process Reports

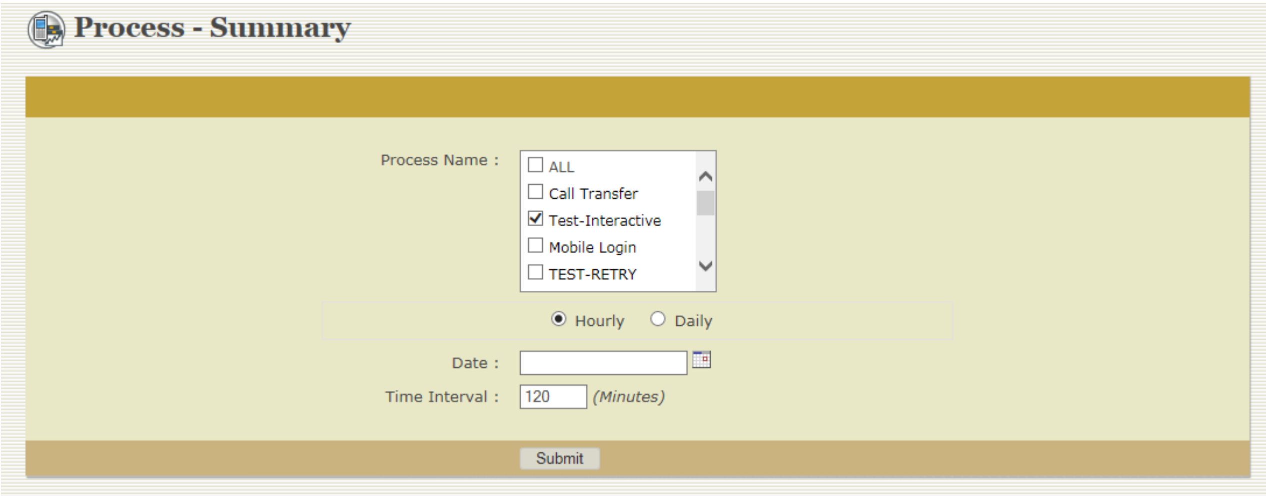
Process related full-fledged reports are available in this session.

### 5.5.1. Process Reports - Submenus

This menu comprises of the following submenus: Summary, Productivity, Answered Statistics, Abandoned Calls, Dropped Calls and Export Logs. These are briefly explained below:

#### 5.5.1.1. Summary


The summary reports include Total calls, Calls dropped in IVR, Calls offered, Calls Answered, Voicemails received, Abandoned calls, average speed of answering/handling time/hold time/talk time and much more related to a particular process. The Summary details are available in daily and hourly basis in which report is generated with specified time interval.




The screen below shows the advanced summary logs of a particular process. In this report, the number of calls offered on a particular day within a time interval of 120 minutes (2 hrs) can be seen.

On a specific interval 10:00:00 to 12:00:00 **“Total Calls”** is “7”, the **“Calls Answered”** is “4” and **“Calls Abandoned”** is “3”.

**“Abandoned %”** = (**“Calls Abandoned”** * 100) / (**“Calls Answered”** + **“Calls Abandoned”**)
= “20.00%”
**“Answered %”** = (**“Calls Answered”** * 100) / (**“Calls Answered”** + **“Calls Abandoned”**)
= “80.00%”

Also, “Average Speed of Answering”, “Average Handling Time”, “Average Talk Time”, “Average Hold Time” can be analysed.

## Process - Summary

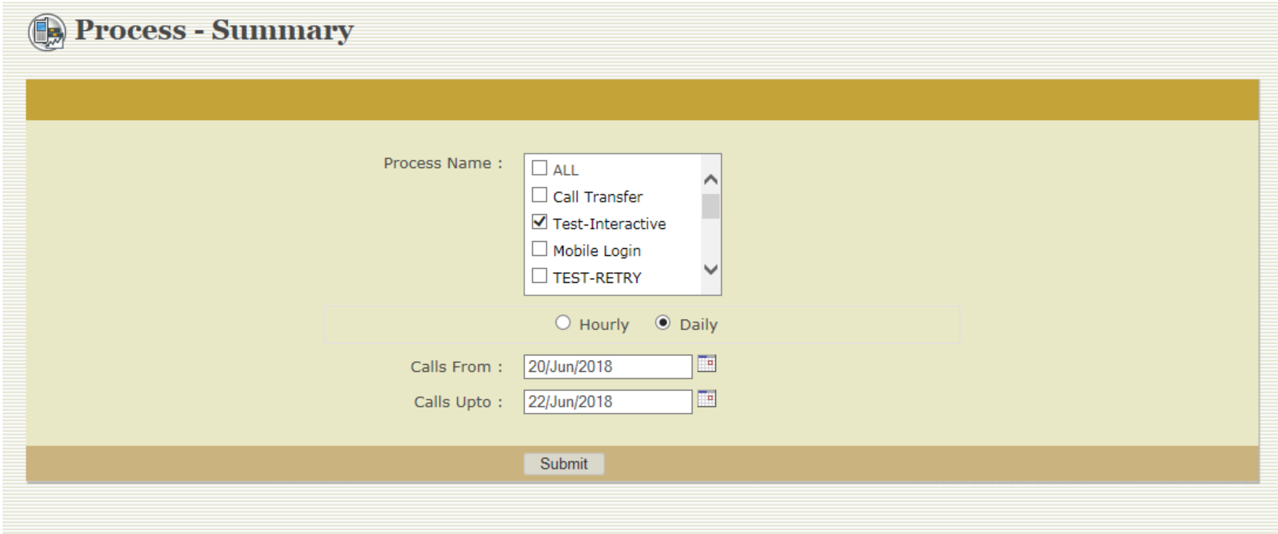
Process : [TESTING TEAM]

| | Date | Starting Interval | Time Slot | Total Calls | Calls Dropped in IVR | Calls Offered | VoiceMails Received | Calls Answered in 20 Sec | Calls Abandoned in 20 Sec | Calls Answered |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 22-Jun | 00:00:00 | 02:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | 22-Jun | 02:00:00 | 04:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | 22-Jun | 04:00:00 | 06:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | 22-Jun | 06:00:00 | 08:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | 22-Jun | 08:00:00 | 10:00:00 | 2 | 0 | 2 | 0 | 1 | 1 | 1 |
| 6 | 22-Jun | 10:00:00 | 12:00:00 | 7 | 0 | 7 | 0 | 4 | 3 | 4 |
| 7 | 22-Jun | 12:00:00 | 14:00:00 | 2 | 0 | 2 | 0 | 2 | 0 | 2 |
| 8 | 22-Jun | 14:00:00 | 16:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | 22-Jun | 16:00:00 | 18:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | 22-Jun | 18:00:00 | 20:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | 22-Jun | 20:00:00 | 22:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | 22-Jun | 22:00:00 | 23:59:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

(Note: The row is cut in half for clarity purpose and the next half of the process summary is given below.)

| Calls Answered Before Threshold | Calls Answered After Threshold | Calls Abandoned | Calls Abandoned Before Threshold | Calls Abandoned After Threshold | Abandoned % | Answered % | Service Level % | Average Speed of Answering | Average Handling Time | Average Talk Time | Average Hold Time | Average Wait Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 1 | 0 | 1 | 0 | 1 | 50.00 | 50.00 | 100.00 | 00:00:09 | 00:00:10 | 00:00:10 | 00:00:00 | 00:00:12 |
| 4 | 0 | 3 | 3 | 0 | 42.86 | 57.14 | 100.00 | 00:00:03 | 00:00:19 | 00:00:19 | 00:00:00 | 00:00:03 |
| 2 | 0 | 0 | 0 | 0 | 0.00 | 100.00 | 100.00 | 00:00:02 | 00:00:21 | 00:00:21 | 00:00:00 | 00:00:02 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

Process summary report on daily basis is given below.




The call details on day-to-day basis for the same process is shown below. For instance, here the report shows that the number of calls offered i.e, Total Calls between the days 20th - 22nd June is "0","3" and "4" and the "Calls Dropped in IVR" is "0","3" and "4" respectively. The calls dropped in IVR refers to the calls which are not initiated to the Agent due to any rejection from the customer side or due to some technical/connection issue from the service provider. Hence, the "Calls Offered" is "0","3" and "4", the "Calls Answered" is "0","3" and "3" and the "Calls Abandoned" is "0","0","1" respectively. The "Service Level %" becomes 100%". Also "Average Speed of Answering", "Average Handling Time", "Average Talk Time", "Average Hold Time" can be analysed for efficient call handling.

**Process - Summary**

Process : [TEST-INTERACTIVE]

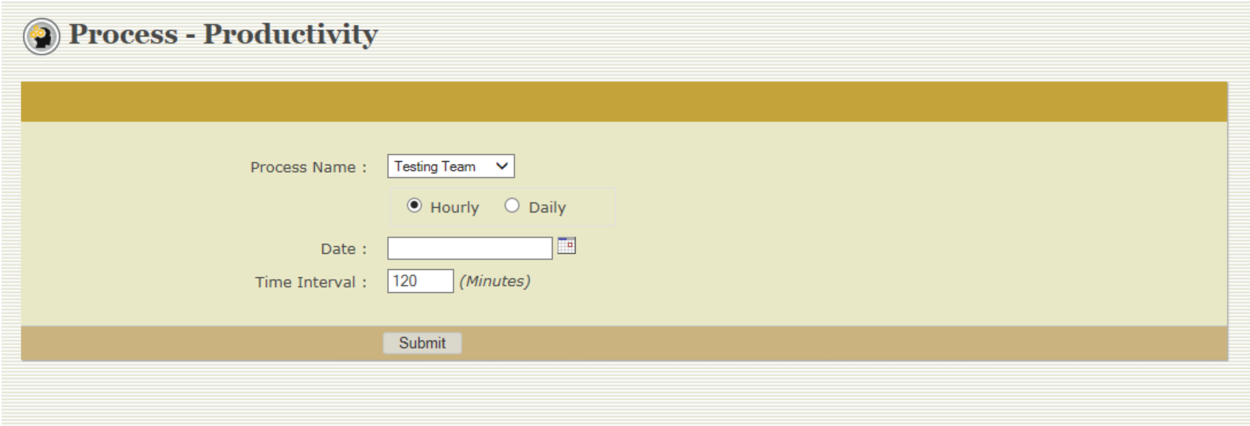
| | Date | Starting Interval | Time Slot | Total Calls | Calls Dropped in IVR | Calls Offered | VoiceMails Received | Calls Answered in 20 Sec | Calls Abandoned in 20 Sec | Calls Answered |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 20-Jun | 00:00:00 | 23:59:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| 2 | 21-Jun | 00:00:00 | 23:59:59 | 4 | 1 | 3 | 0 | 3 | 0 | 3 |
| 3 | 22-Jun | 00:00:00 | 23:59:59 | 8 | 4 | 4 | 0 | 3 | 1 | 3 |

(Note: The row is cut in half for clarity purpose and the next half of the Process - Summary is given below.)

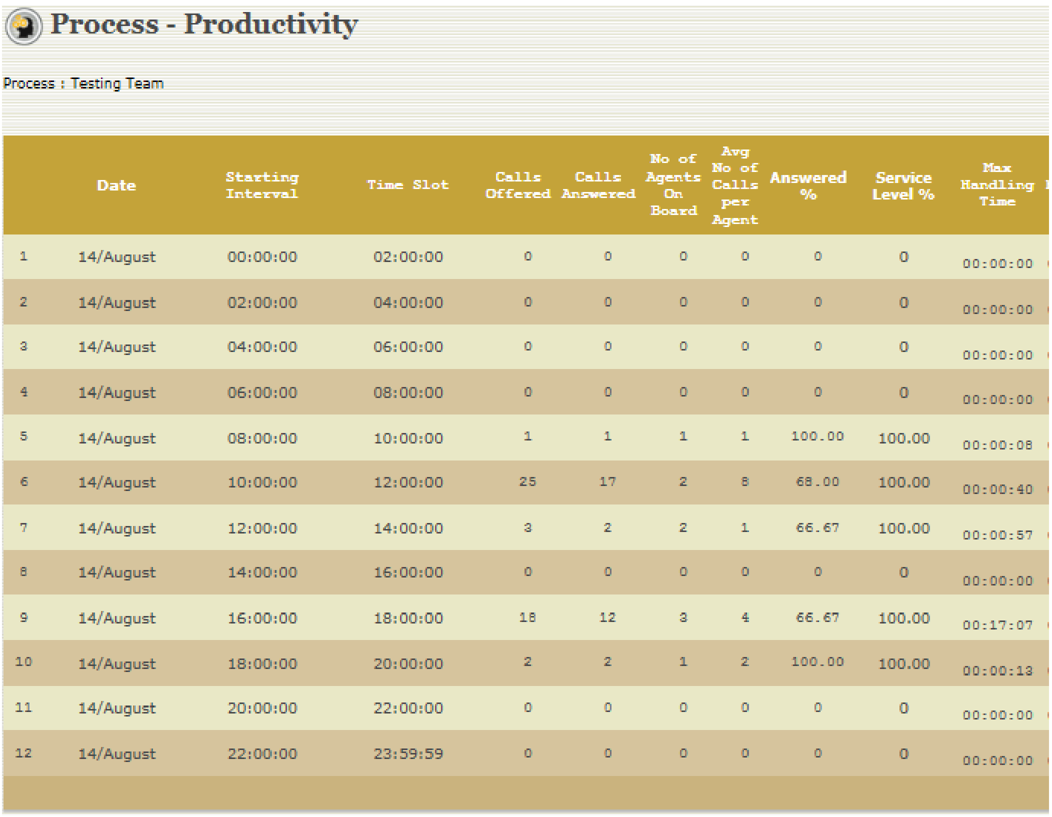
| Calls Answered Before Threshold | Calls Answered After Threshold | Calls Abandoned | Calls Abandoned Before Threshold | Calls Abandoned After Threshold | Abandoned % | Answered % | Service Level % | Average Speed of Answering | Average Handling Time | Average Talk Time | Average Hold Time | Average Wait Time |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 3 | 0 | 0 | 0 | 0 | 0.00 | 100.00 | 100.00 | 00:00:03 | 00:00:03 | 00:00:03 | 00:00:00 | 00:00:03 |
| 3 | 0 | 1 | 0 | 1 | 25.00 | 75.00 | 100.00 | 00:00:04 | 00:00:24 | 00:00:08 | 00:00:48 | 00:00:07 |

#### 5.5.1.2. Productivity


Productivity-based report serves as a performance indicator for a specified process where the number of agents mapped and logged into the process and the numbers of calls attended by each agent are displayed along with the maximum and minimum talk and hold times. Daily assessment allows to increase the agent productivity in an organisation.




The report displays **"Date"**, **"Starting Interval"**, **"Time Slot"**, **"Calls Offered"**, **"Calls Answered"**, **"Number of Agents On Board"**, **"Average Number of Calls per Agent"**, **"Answered %"** and **"Service Level %"**.



Process - Productivity

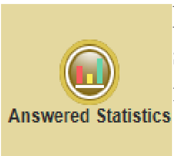
Process : Testing Team

| | Date | Starting Interval | Time Slot | Calls Offered | Calls Answered | No of Agents On Board | Avg No of Calls per Agent | Answered % | Service Level % | Max Handling Time |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 14/August | 00:00:00 | 02:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 |
| 2 | 14/August | 02:00:00 | 04:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 |
| 3 | 14/August | 04:00:00 | 06:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 |
| 4 | 14/August | 06:00:00 | 08:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 |
| 5 | 14/August | 08:00:00 | 10:00:00 | 1 | 1 | 1 | 1 | 100.00 | 100.00 | 00:00:08 |
| 6 | 14/August | 10:00:00 | 12:00:00 | 25 | 17 | 2 | 8 | 68.00 | 100.00 | 00:00:40 |
| 7 | 14/August | 12:00:00 | 14:00:00 | 3 | 2 | 2 | 1 | 66.67 | 100.00 | 00:00:57 |
| 8 | 14/August | 14:00:00 | 16:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 |
| 9 | 14/August | 16:00:00 | 18:00:00 | 18 | 12 | 3 | 4 | 66.67 | 100.00 | 00:17:07 |
| 10 | 14/August | 18:00:00 | 20:00:00 | 2 | 2 | 1 | 2 | 100.00 | 100.00 | 00:00:13 |
| 11 | 14/August | 20:00:00 | 22:00:00 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 |
| 12 | 14/August | 22:00:00 | 23:59:59 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 |

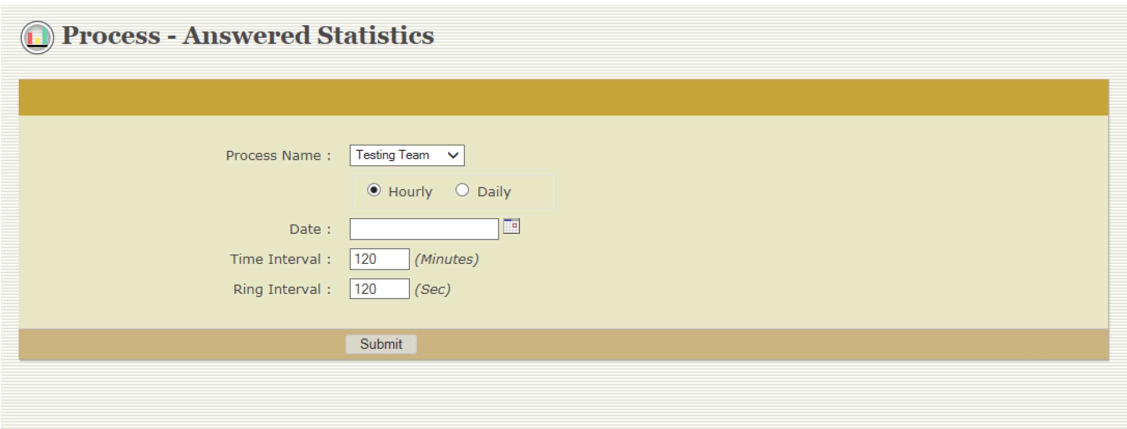
(Note: The row is cut in half for clarity purpose and the next half of the Process - Productivity is given below.)

| Min Handling Time | Avg Handling TIme | Max Talk Time | Min Talk Time | Avg Talk TIme | Max Hold Time | Min Hold Time | Avg Hold TIme |
|---|---|---|---|---|---|---|---|
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:08 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:08 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:06 | 00:00:14 | 00:00:40 | 00:00:06 | 00:00:14 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:14 | 00:00:36 | 00:00:57 | 00:00:14 | 00:00:36 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:01 | 00:01:35 | 00:17:07 | 00:00:01 | 00:01:35 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:10 | 00:00:12 | 00:00:13 | 00:00:10 | 00:00:12 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

### 5.5.1.3. Answered Statistics




Displays information of incoming calls corresponding to a particular process with specific emphasis on the time parameters like the ringing duration and talk time which indicates about the delay in servicing subsequent campaign calls.




View the complete information like **"Date"**, **"Starting Interval"**, **"Time Slot"**, **"Calls Offered"**, **"Calls Answered"**, **"Calls Abandoned"**, **"Avg Talk Time"**, **"Max Talk Time"**, **"Max Ring Time"**, **"Min Ring Time"**, **"Avg Ring Time"**, **"Abandoned %"**, **"Answered %"**, **"Service Level %"**, **"Average Handling Time"**, **"Call Ans <= 120 Sec"** and **"Call Ans > 120 Sec"**.

## Process - Answered Statistics

Process : Testing Team

| | Date | Starting Interval | Time Slot | Calls Offered | Calls Answered | Calls Abandoned | Avg Talk Time | Max Talk Time | Max Ring Time |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 22/June | 00:00:00 | 02:00:00 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |
| 2 | 22/June | 02:00:00 | 04:00:00 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |
| 3 | 22/June | 04:00:00 | 06:00:00 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |
| 4 | 22/June | 06:00:00 | 08:00:00 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |
| 5 | 22/June | 08:00:00 | 10:00:00 | 2 | 1 | 1 | 00:00:10 | 00:00:10 | 00:00:09 |
| 6 | 22/June | 10:00:00 | 12:00:00 | 7 | 4 | 3 | 00:00:19 | 00:00:53 | 00:00:04 |
| 7 | 22/June | 12:00:00 | 14:00:00 | 2 | 2 | 0 | 00:00:21 | 00:00:24 | 00:00:03 |
| 8 | 22/June | 14:00:00 | 16:00:00 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |
| 9 | 22/June | 16:00:00 | 18:00:00 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |
| 10 | 22/June | 18:00:00 | 20:00:00 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |
| 11 | 22/June | 20:00:00 | 22:00:00 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |
| 12 | 22/June | 22:00:00 | 23:59:59 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 |

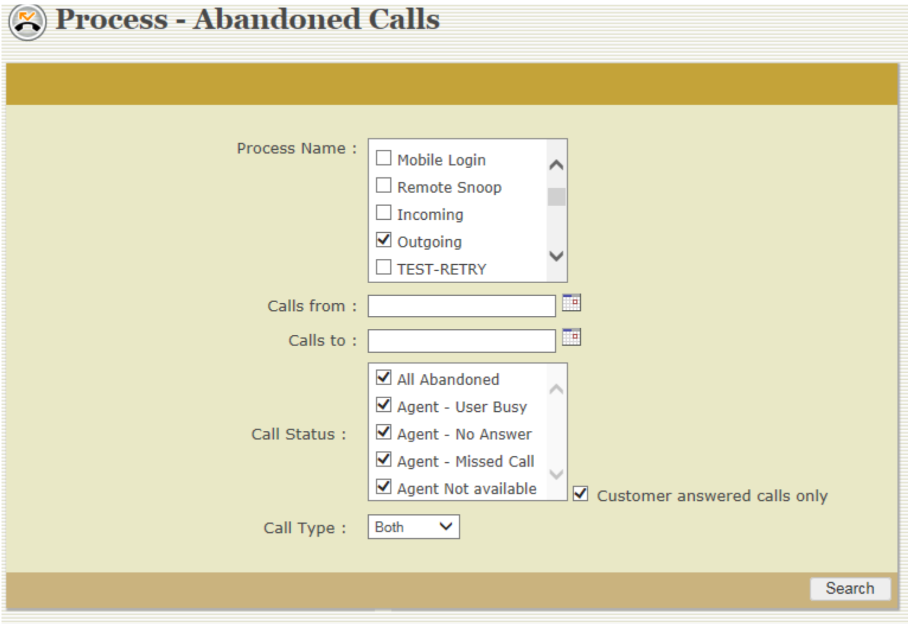
(Note: The row is cut in half for clarity purpose and the next half of the Process - Answered Statistics is given below.)

| Min Ring Time | Avg Ring Time | Abandoned % | Answered % | Service Level % | Average Handling Time | Call Ans < 120 Sec | Call Ans >= 120 Sec |
|---|---|---|---|---|---|---|---|
| 00:00:00 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| 00:00:00 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| 00:00:00 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| 00:00:00 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| 00:00:09 | 00:00:09 | 50.00 | 50.00 | 50.00 | 00:00:10 | 1 | 0 |
| 00:00:02 | 00:00:03 | 42.86 | 57.14 | 100.00 | 00:00:19 | 4 | 0 |
| 00:00:02 | 00:00:02 | 0.00 | 100.00 | 100.00 | 00:00:21 | 2 | 0 |
| 00:00:00 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| 00:00:00 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| 00:00:00 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| 00:00:00 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |
| 00:00:00 | 00:00:00 | 0 | 0 | 0 | 00:00:00 | 0 | 0 |

The daily reports of call answered statistics can be retrieved from this option.

### 5.5.1.4. Abandoned Calls


In this section, user can search the details of calls that were abandoned i.e., rejected by agents/customers (or) not answered by agents/customers (or) disconnected from the queue. Here multiple process selection is allowed. Search can be done with date also. 'Agent abandoned status' and 'Customer answered calls only' search options are available separately.




Refer the complete information like **"PhoneNo"**, **"Abandoned Time"**, **"Call Type"**, **"Customer Status"**, **"Agent Status"** and **"Final Status"**.

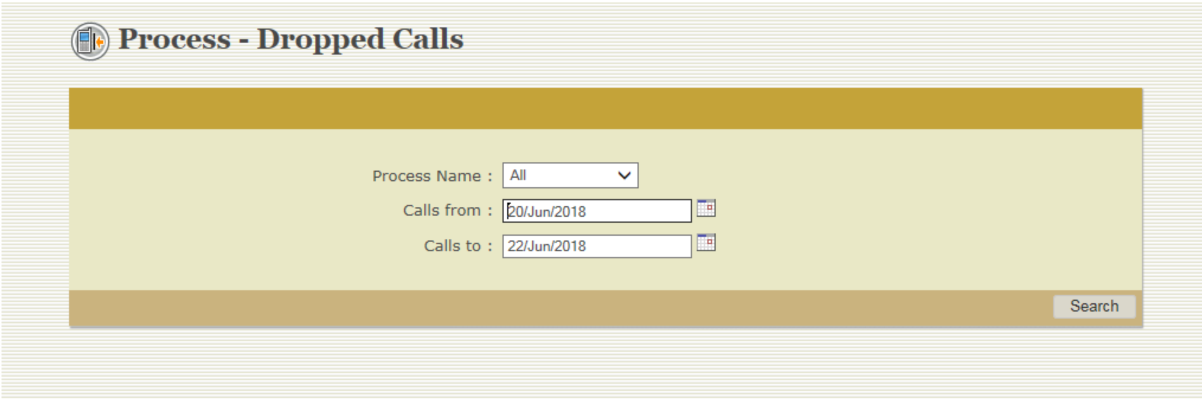
**Process - Abandoned Calls**

Process Name : **OUTGOING**
Total Calls : **308**
Calls from : **2018-09-12 00:00:00** To **2018-09-12 23:59:59**
Call Status : **All Abandoned calls**

| | PhoneNo | Abandoned Time | Call Type | Customer Status | Username | Agent Status | Final Status | Process Name | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 1234567890 | 12-Sep-18 17:39:03 | Outgoing | Success | L29 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |
| 2 | 1234567890 | 12-Sep-18 17:39:05 | Outgoing | Success | L23 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |
| 3 | 1234567890 | 12-Sep-18 17:39:05 | Outgoing | Success | L27 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |
| 4 | 1234567890 | 12-Sep-18 17:39:05 | Outgoing | Success | L11 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |
| 5 | 1234567890 | 12-Sep-18 17:39:04 | Outgoing | Success | L25 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |
| 6 | 1234567890 | 12-Sep-18 17:39:04 | Outgoing | Success | L20 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |
| 7 | 1234567890 | 12-Sep-18 17:39:04 | Outgoing | Success | L5 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |
| 8 | 1234567890 | 12-Sep-18 17:39:04 | Outgoing | Success | L19 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |
| 9 | 1234567890 | 12-Sep-18 17:39:04 | Outgoing | Success | L14 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |
| 10 | 1234567890 | 12-Sep-18 17:39:03 | Outgoing | Success | L7 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |
| 11 | 1234567890 | 12-Sep-18 17:38:37 | Outgoing | Success | L13 | User Busy | Success-12-Sep-18 17:48:59 (Outgoing) | OUTGOING | |

### 5.5.1.5. Dropped Calls


Represents report based on dropped calls where agent-based transfer has not been initiated. Select "Process", enter the date and click ***Search***.



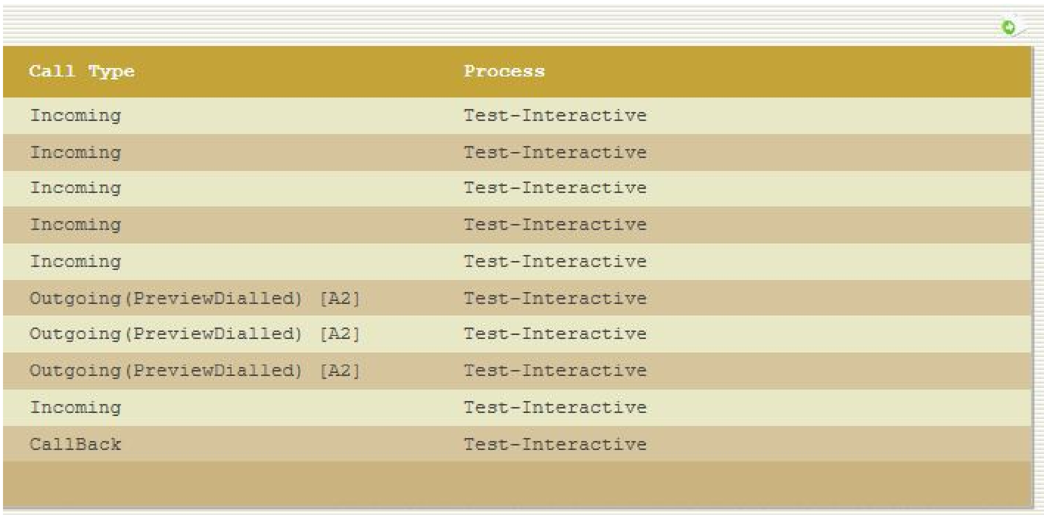

Report appears with **"PhoneNo"**, **"Called Time"**, **"Call Type"** and **"Process"**.

Process - Dropped Calls

Process Name : **All**
Total Calls : **10**
Calls from : **2018-06-20 00:00:00** To **2018-06-22 23:59:59**

| | PhoneNo | Called Time |
|---|---|---|
| 1 | 9388350789 | 2018/6/22 15:43:49 |
| 2 | 9388350789 | 2018/6/22 15:43:41 |
| 3 | 9388350789 | 2018/6/22 15:43:33 |
| 4 | 9388350789 | 2018/6/22 15:41:02 |
| 5 | 9388350789 | 2018/6/22 14:52:00 |
| 6 | 9388350789 | 2018/6/22 14:50:16 |
| 7 | 9388350789 | 2018/6/22 14:49:50 |
| 8 | 9388350789 | 2018/6/22 14:49:31 |
| 9 | 9388350789 | 2018/6/21 09:51:47 |
| 10 | 9388350789 | 2018/6/20 09:30:14 |

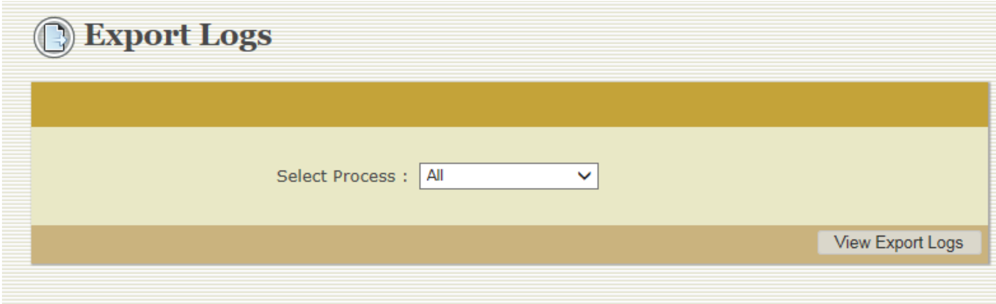
(Note: The row is cut in half for clarity purpose and the next half of the Process - Dropped Calls is given below.)



| Call Type | Process |
|---|---|
| Incoming | Test-Interactive |
| Incoming | Test-Interactive |
| Incoming | Test-Interactive |
| Incoming | Test-Interactive |
| Incoming | Test-Interactive |
| Outgoing(PreviewDialled) [A2] | Test-Interactive |
| Outgoing(PreviewDialled) [A2] | Test-Interactive |
| Outgoing(PreviewDialled) [A2] | Test-Interactive |
| Incoming | Test-Interactive |
| CallBack | Test-Interactive |

### 5.5.1.6. Export Logs


This submenu gives the information of the exported details of all process. The exported details of individual process are shown here. To view the export details, click ***View Export Logs*** after selecting a process from the drop-down list.




Exported details of all the process is shown below. Details include **“Started On”**, **“Ended On”**, **“Done By”**, **“Records”**, **“File Name”** and **“Process”**.


Export Logs

Process:- All

| | Started On | Ended On |
|---|---|---|
| 1 | 22 Jun 2018 15:09:49 | 22 Jun 2018 15:09:50 |
| 2 | 22 Jun 2018 15:08:02 | 22 Jun 2018 15:08:04 |
| 3 | 22 Jun 2018 15:04:17 | 22 Jun 2018 15:04:17 |
| 4 | 22 Jun 2018 15:02:11 | 22 Jun 2018 15:02:13 |
| 5 | 22 Jun 2018 14:55:40 | 22 Jun 2018 14:55:41 |
| 6 | 22 Jun 2018 14:55:25 | 22 Jun 2018 14:55:27 |
| 7 | 22 Jun 2018 14:48:07 | 22 Jun 2018 14:48:09 |
| 8 | 22 Jun 2018 14:44:45 | 22 Jun 2018 14:44:46 |
| 9 | 22 Jun 2018 14:41:21 | 22 Jun 2018 14:41:22 |
| 10 | 22 Jun 2018 14:37:09 | 22 Jun 2018 14:37:10 |
| 11 | 22 Jun 2018 12:22:01 | 22 Jun 2018 12:22:01 |
| 12 | 22 Jun 2018 12:21:55 | 22 Jun 2018 12:21:57 |

(Note: The row is cut in half for clarity purpose and the next half of the Export Logs is given below.)

| Done By | Records | File Name | Process |
|---|---|---|---|
| ADMIN1 | 3 | report_daily_Answered Statitics [Testing Team] | Testing Team |
| ADMIN1 | 12 | report_hourly_Answered Statitics [Testing Team] | Testing Team |
| ADMIN1 | 3 | report_daily_Process Productivity [ Testing Team ] | Testing Team |
| ADMIN1 | 12 | report_hourly_Process Productivity [ Testing Team ] | Testing Team |
| ADMIN1 | 3 | report_daily_Process summary[[TEST-INTERACTIVE] ].csv | Test-Interactive |
| ADMIN1 | 12 | report_hourly_Process summary[[TEST-INTERACTIVE] ].csv | Test-Interactive |
| ADMIN1 | 12 | report_hourly_Process summary[[TEST-INTERACTIVE] [TEST-RETRY] ].csv | All |
| ADMIN1 | 2 | report_daily_Process summary[[TESTING TEAM] ].csv | Testing Team |
| ADMIN1 | 1 | report_daily_Process summary[[TESTING TEAM] ].csv | Testing Team |
| ADMIN1 | 12 | report_hourly_Process summary[[TESTING TEAM] ].csv | Testing Team |
| SUPERVISOR | 1 | report_daily_Answered Statitics [Testing Team] | Testing Team |
| SUPERVISOR | 12 | report_hourly_Answered Statitics [Testing Team] | Testing Team |

## 5.6. Agent Reports

This menu gives the information about the logged call center agents and their respective call logs. simple and advanced search can be performed to track and retrieve the information.

### 5.6.1. Agent Reports - Submenus

This menu comprises of the following submenus: Call Logs, Summary, Occupancy, Abandoned List, Hourly Summary. These are briefly explained below:

#### 5.6.1.1. Search Logs

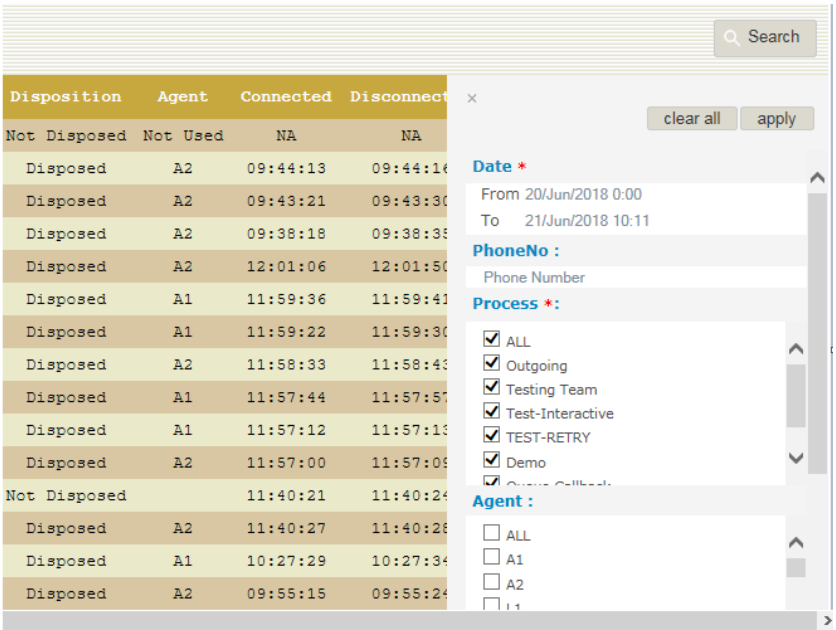

This features allows to search the calls with different search criteria such as Date, Time, Processes, Agent, Agent status, Caller status, Call Mode, Call Type, Talk Duration, Agent IP, Disposition status, and other custom fields. The reports can also be exported in CSV format.

**Calls - Search**

Total Records : 19

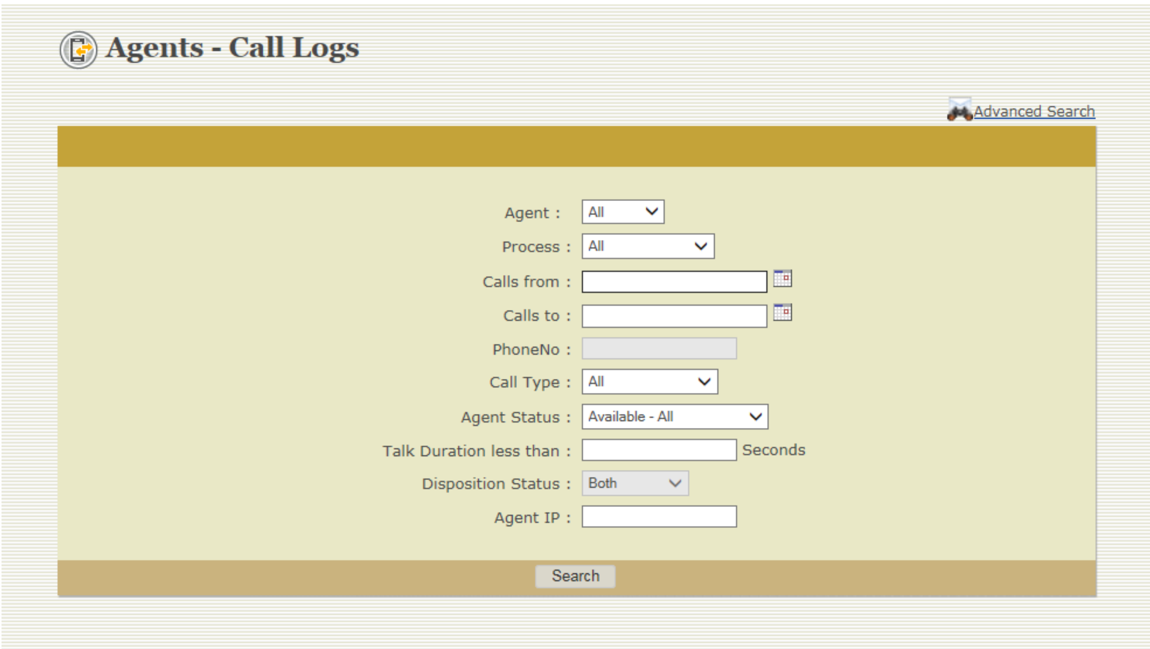
| | Number | Process | Dial Time | Customer | Call Type |
|---|---|---|---|---|---|
| 1 | 9388350789 | TEST-INTERACTIVE | 2018-06-21 09:51:47 | Success | Incoming |
| 2 | 9388350789 | TESTING TEAM | 2018-06-21 09:44:13 | Success | Incoming |
| 3 | 9388350789 | TESTING TEAM | 2018-06-21 09:43:16 | Success | Incoming |
| 4 | 9388350789 | TESTING TEAM | 2018-06-21 09:38:14 | Success | Outgoing(PreviewDialled) |
| 5 | 9388350789 | TESTING TEAM | 2018-06-20 12:01:02 | Success | CallBack |
| 6 | 9388350789 | TESTING TEAM | 2018-06-20 11:59:34 | Failed | Outgoing |
| 7 | 9388350789 | TESTING TEAM | 2018-06-20 11:59:20 | Success | Outgoing |
| 8 | 9388350789 | TESTING TEAM | 2018-06-20 11:58:27 | Success | Incoming |
| 9 | 9388350789 | TESTING TEAM | 2018-06-20 11:57:37 | Failed | CallBack |
| 10 | 9388350789 | TESTING TEAM | 2018-06-20 11:57:08 | Failed | Outgoing |
| 11 | 9388350789 | TESTING TEAM | 2018-06-20 11:56:52 | Success | Outgoing |
| 12 | 9388350789 | TESTING TEAM | 2018-06-20 11:40:21 | Failed | Outgoing |
| 13 | 9388350789 | TESTING TEAM | 2018-06-20 11:40:21 | Failed | Outgoing |
| 14 | 9388350789 | TESTING TEAM | 2018-06-20 10:27:27 | Failed | Outgoing(PreviewDialled) |
| 15 | 9388350789 | TESTING TEAM | 2018-06-20 09:55:09 | Success | Outgoing(PreviewDialled) |

(Note: The row is cut in half for clarity purpose and the next half of the Calls - Search is given below.)

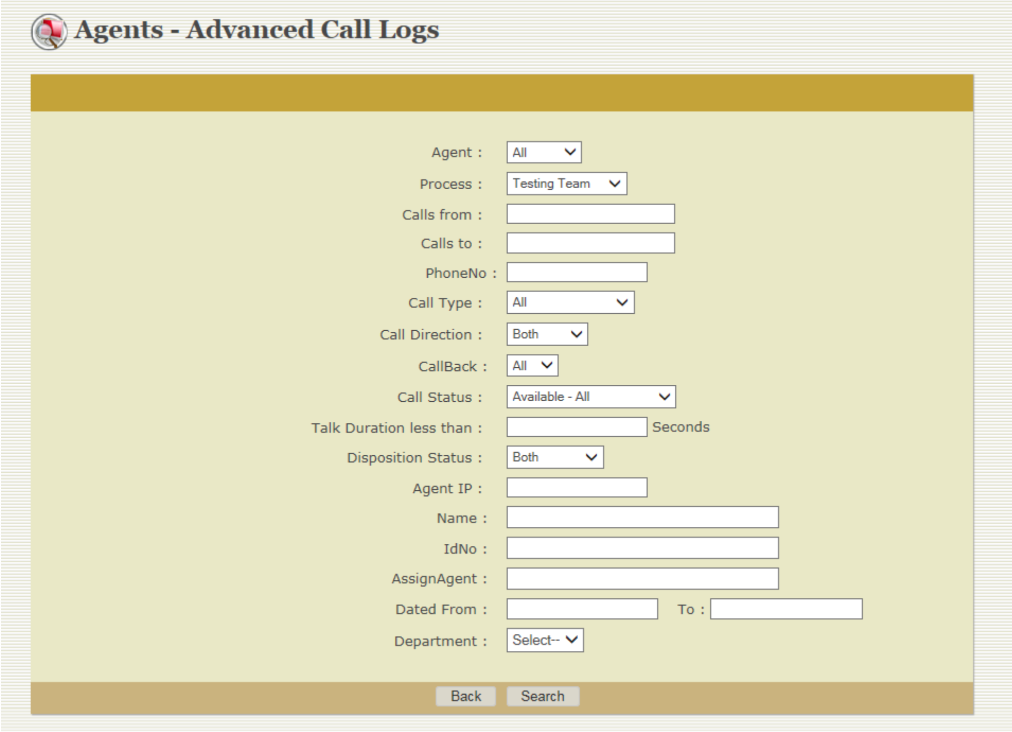



## 5.6.1.2. Call Logs


The "Call Logs" submenu allows to retrieve logged call details of an agent in a process. Click ***Search*** to retrieve call details on the basis of process, date range, call type, agent status, talk duration less than the specified time (in seconds), disposition status and agent IP address.




Click ***Advanced Search*** to track details of a process based on its custom fields. Enter the search criteria and click ***Search***.



## Agents - Advanced Call Logs

Agent : All
Process : Testing Team
Calls from :
Calls to :
PhoneNo :
Call Type : All
Call Direction : Both
CallBack : All
Call Status : Available - All
Talk Duration less than : Seconds
Disposition Status : Both
Agent IP :
Name :
IdNo :
AssignAgent :
Dated From : To :
Department : Select--

Back Search

The information obtained includes **"Agent ID"**, **"Agent Name"**, **"Process"**, **"Number"**, **"Agent Status"**, **"Called On"**, **"Start at"**, **"End at"** and **"Agent Talk Duration"**.

## Agents - Call Logs

Calls from : **20-Jun-18 09:41:46** To **22-Jun-18 09:41:46**
Process: **ALL**
Agent: **ALL**
Disposition Status: **ALL**
Total Calls : **32**
Total Call Duration: **00:31:55**

| | Agent | Agent Name | Number | Agent Status | Called On |
|---|---|---|---|---|---|
| 1 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | User Busy | 22-Jun-18 09:29:24 |
| 2 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 16:13:51 |
| 3 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 16:11:10 |
| 4 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 16:01:49 |
| 5 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 14:58:12 |
| 6 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 14:46:30 |
| 7 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 14:46:06 |
| 8 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 14:45:03 |

(Note: The row is cut in half for clarity purpose and the next half of the Agents - Call Logs is given below.)

| Start at | End at | Agent Talk Duration | Process | | |
|---|---|---|---|---|---|
| 09:29:24 | 09:29:40 | 00:00:00 | TESTING TEAM | | |
| 16:13:51 | 16:15:40 | 00:01:48 | TESTING TEAM | | |
| 16:11:10 | 16:12:59 | 00:01:49 | TESTING TEAM | | |
| 16:01:49 | 16:10:58 | 00:09:08 | TESTING TEAM | | |
| 14:58:12 | 15:05:31 | 00:07:18 | TESTING TEAM | | |
| 14:46:30 | 14:47:19 | 00:00:48 | TESTING TEAM | | |
| 14:46:06 | 14:46:23 | 00:00:17 | TESTING TEAM | | |
| 14:45:03 | 14:45:29 | 00:00:25 | TESTING TEAM | | |
| 14:40:56 | 14:44:51 | 00:03:55 | TESTING TEAM | | |
| 14:38:28 | 14:39:37 | 00:01:08 | TESTING TEAM | | |

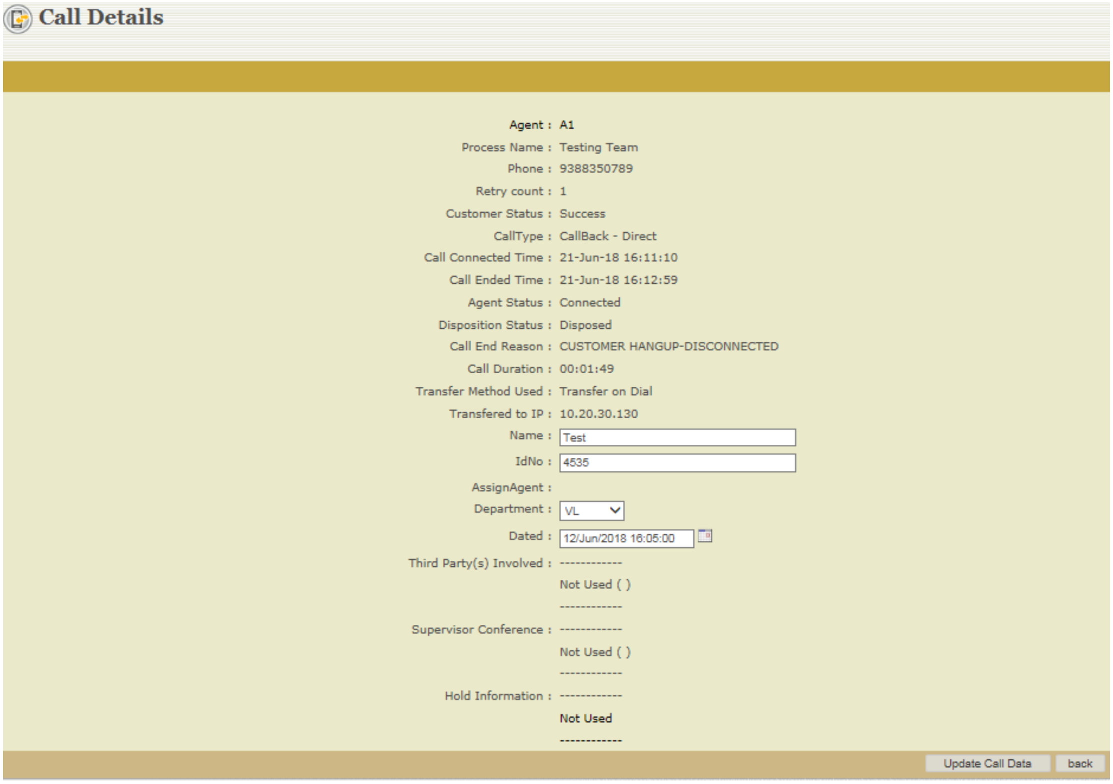
## Agents - Call Logs

Calls from : **20-Jun-18 10:04:08** To **22-Jun-18 10:04:08**
Process: **ALL**
Agent: **ALL**
Disposition Status: **ALL**
Total Calls : **31**
Total Call Duration: **00:31:45**

Download
Click here to save the file

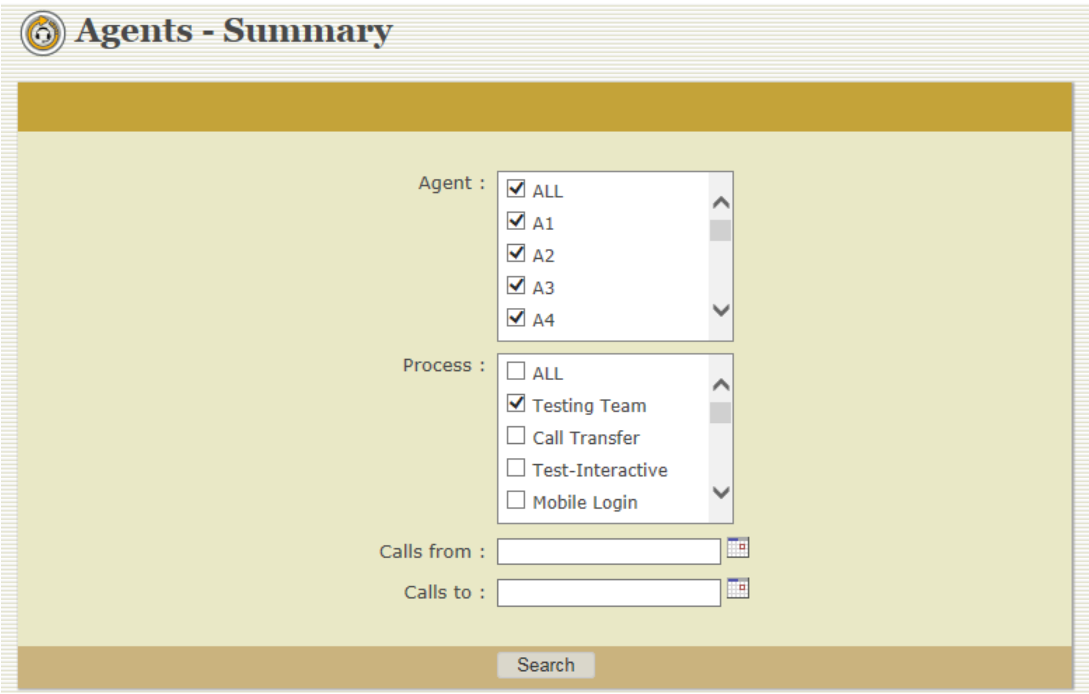
| | Agent | Agent Name | Number | Age[illegible] | [illegible] | [illegible]rt at | End at | Agent Talk Duration | Process | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | A2 | JOHN HONAY | 9388350789 | Con[illegible] | [illegible] | [illegible]50:58 | 09:51:09 | 00:00:10 | TESTING TEAM | | |
| 2 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | User Busy | [illegible] 09:29:24 | [illegible]29:24 | 09:29:40 | 00:00:00 | TESTING TEAM | | |
| 3 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 16:13:51 | 16:13:51 | 16:15:40 | 00:01:48 | TESTING TEAM | | |
| 4 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 16:11:10 | 16:11:10 | 16:12:59 | 00:01:49 | TESTING TEAM | | |
| 5 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 16:01:49 | 16:01:49 | 16:10:58 | 00:09:08 | TESTING TEAM | | |
| 6 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 14:58:12 | 14:58:12 | 15:05:31 | 00:07:18 | TESTING TEAM | | |
| 7 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 14:46:30 | 14:46:30 | 14:47:19 | 00:00:48 | TESTING TEAM | | |
| 8 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 14:46:06 | 14:46:06 | 14:46:23 | 00:00:17 | TESTING TEAM | | |
| 9 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 14:45:03 | 14:45:03 | 14:45:29 | 00:00:25 | TESTING TEAM | | |
| 10 | A1 | ALEN TONY KURISHINGHAL | 9388350789 | Connected | 21-Jun-18 14:40:56 | 14:40:56 | 14:44:51 | 00:03:55 | TESTING TEAM | | |

The “Export” and “Print” option helps to export or print the displayed report. Click on a record to view the “Agent-Call Logs” details, such as “Agent ID”, “Campaign Name”, “Phone”, “CallType” etc. that appears with an individual link with more information about the selected agent.




### 5.6.1.3. Summary


This submenu gives agent-wise call summary details of any process within a date range. If the date range is not specified, the summary report shows respective call details of all agents based on the selected process. Multiple processes and agents can be selected.




Select an "Agent", "Process" and date range and click ***Search***. "Agent Summary Logs" appear with the date having valid data.

The report displayed include **"Agent Name"**, **"ACD Calls"**, **"ACD Time"**, **"Avg Talk Time"**, **"ACW Time"**, **"Avg ACW Time"**, **"AHT"**, **"Agent Ring Time"**, **"Staff Time"**, **"Other Time"**, **"Quality"**, **"Tea"**, **"Lunch"**, **"Test-break"**, **"Held Calls"**, **"Avg Hold Time"**, **"Idle Time"** and **"Occupancy"**.

**Agents - Summary**

**Date** :12/Sep/2018
**Process(s)** :TESTING TEAM
**Agent(s)** :All

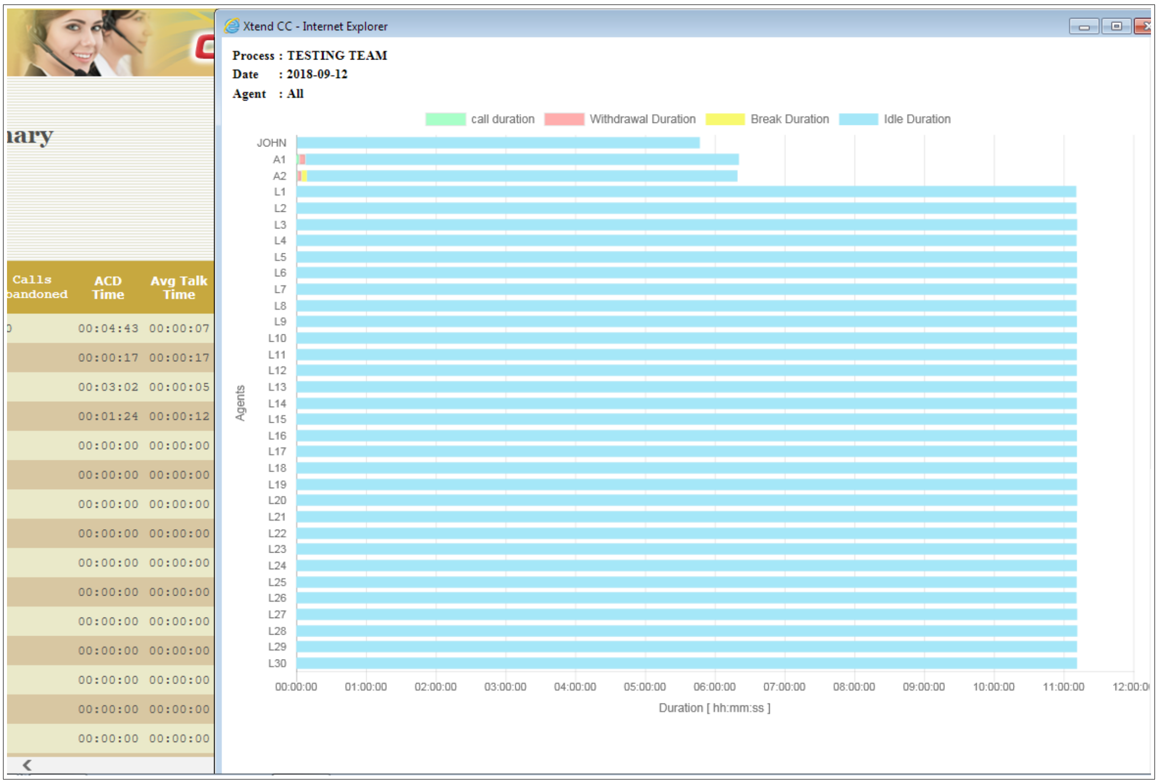
| | Agent Name | ACD Calls | Calls Answered | Calls Abandoned | ACD Time | Avg Talk Time | ACW Time | Avg ACW Time | AHT | Agent Ring Time | Staff Time |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Total | 26 | 16 | 10 | 00:04:43 | 00:00:07 | 00:09:00 | 00:00:21 | 00:00:11 | 00:02:59 | 353:43:40 |
| 1 | JOHN | 1 | 1 | 0 | 00:00:17 | 00:00:17 | 00:00:15 | 00:00:15 | 00:00:17 | 00:00:07 | 05:47:11 |
| 2 | A1 | 18 | 9 | 9 | 00:03:02 | 00:00:05 | 00:05:14 | 00:00:17 | 00:00:10 | 00:02:01 | 06:07:19 |
| 3 | A2 | 7 | 6 | 1 | 00:01:24 | 00:00:12 | 00:03:31 | 00:00:30 | 00:00:12 | 00:00:51 | 06:05:58 |
| 4 | L1 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 11:11:01 |
| 5 | L2 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 11:11:06 |
| 6 | L3 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 11:11:40 |
| 7 | L4 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 11:11:08 |
| 8 | L5 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 11:11:28 |
| 9 | L6 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 11:11:34 |
| 10 | L7 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 11:11:09 |
| 11 | L8 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 11:11:10 |
| 12 | L9 | 0 | 0 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 11:11:29 |

(Note: The row is cut in half for clarity purpose and the next half of the Agents - Summary is given below.)

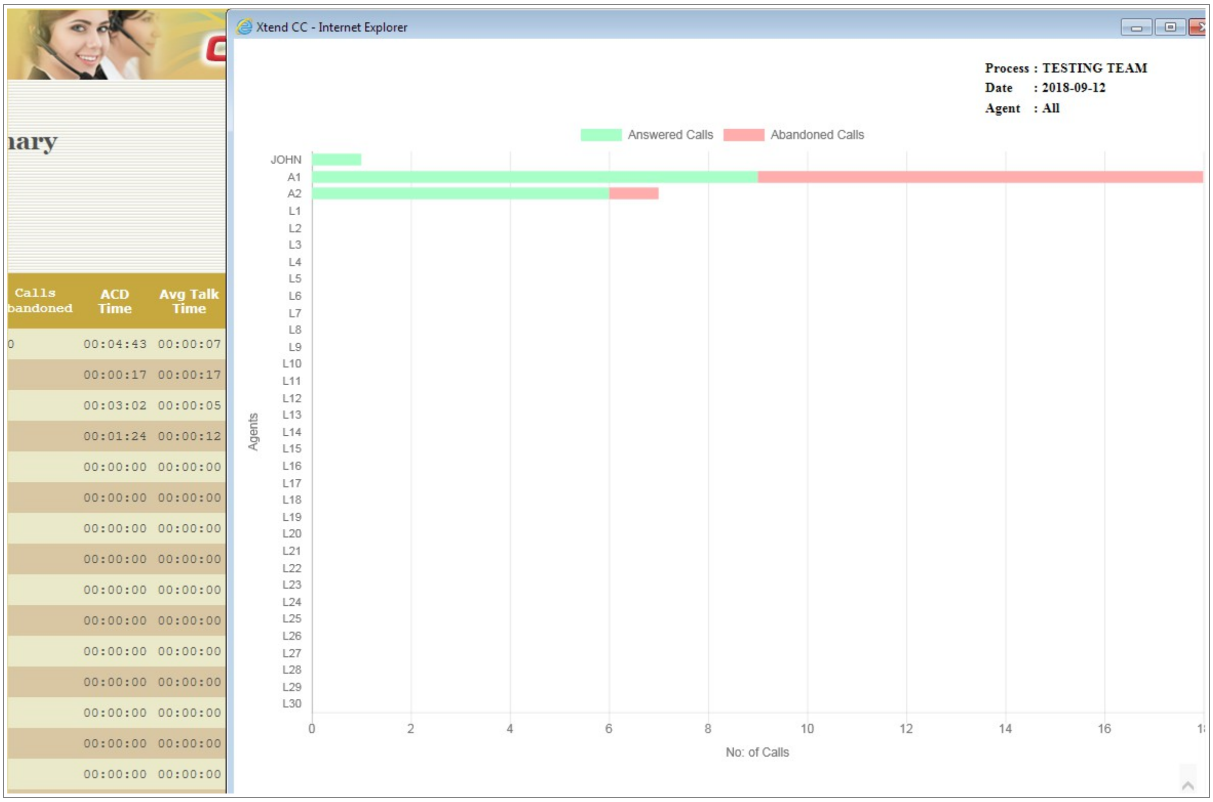
| Break Time | Quality | Tea | Lunch | Fun | Held Calls | Avg Hold Time | Idle Time | Occupancy |
|---|---|---|---|---|---|---|---|---|
| 00:04:08 | | | | | 2 | 00:00:46 | 353:25:49 | 0.02 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 05:46:39 | 0.08 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 2 | 00:00:46 | 05:59:03 | 0.83 % |
| 00:04:08 | 00:00:04 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 05:56:55 | 0.39 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 11:11:01 | 0.00 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 11:11:06 | 0.00 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 11:11:40 | 0.00 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 11:11:08 | 0.00 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 11:11:28 | 0.00 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 11:11:34 | 0.00 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 11:11:09 | 0.00 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 11:11:10 | 0.00 % |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 11:11:29 | 0.00 % |

Two types of graphs are available - Duration chart and Count Chart. On clicking this icon we will able to see the charts in a separate window (shown below).

**Duration Chart**: Here, you can see the detailed graph of Call Duration, Withdrawal Duration, Break Duration and Idle Duration, each differentiated with separate colour scheme.



**Count Chart**: Here, we can see the detailed graph of Answered Calls and Abandoned Calls differentiated using separate colour scheme.



The parameters and its significance are given below:

| | |
|---|---|
| 1) Agent Name | : The name of an agent. |
| 2) ACD Calls | : The number of calls distributed to agents via the Automatic Call Distribution (ACD) algorithm. |
| 3) ACD Time | : The total time period of the ACD calls. |
| 4) Avg TalkTime | : The average talktime (or) average of ACD Time. |

5) ACW Time (Agent Call Withdrawal Time): The time required by an agent after a conversation to complete and dispose the call.

6) Avg ACW Time (Average Agent Call Withdrawal Time) : The average of ACW Time.

7) AHT (Average Handling Time) : The time taken by an agent to handle a call.

8) Agent Ring Time : The time duration to pick up and attend a call (or the duration).

9) Staff Time : The total login time of an agent.

10) Other Time : Represents the sum of Quality time, Tea time, Lunch time and Test-break.

11) Held Calls : The number of calls put on hold by an agent.

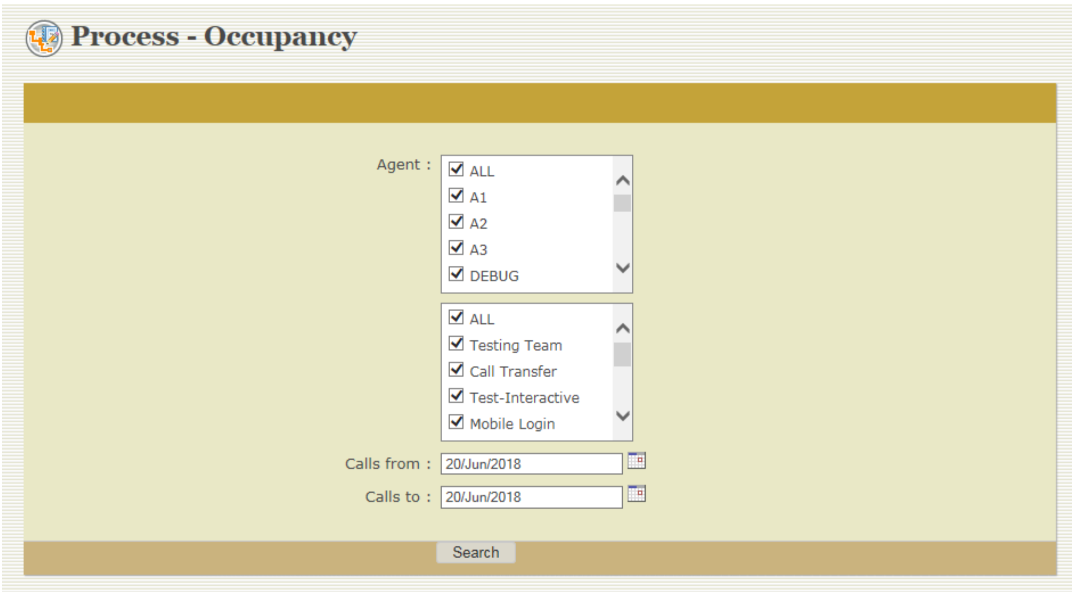
12) Avg Hold Time : The average of Held Calls.

13) Idle Time : Represents idle time duration of an agent.

14) Occupancy : The percentage of availability of an agent.

### 5.6.1.4. Occupancy


This submenu provides an overall productivity report based on date and time. Select an Agent or All from the desired process/all processes and specify the date range and click ***Search***. Multi selection of process and agents are also available.




The report includes **“Agent Name”**, **“Calls Offered”**, **“Calls Answered”**, **“Calls Abandoned”**, **“Answered %”**, **“Answered before 20 Sec”**, **“Abandoned before 20 Sec”**, **“Service Level %”**, **“ASA”**, **“AHT”**, **“Staff Time”**, **“Break Time”** and **“Occupancy”**.

### 5.6.1.5. Abandoned List


This submenu provides the list of abandoned calls of a particular process on a specific date.

**Agents - Abandoned List**

Process : **ALL**
Total : **7**

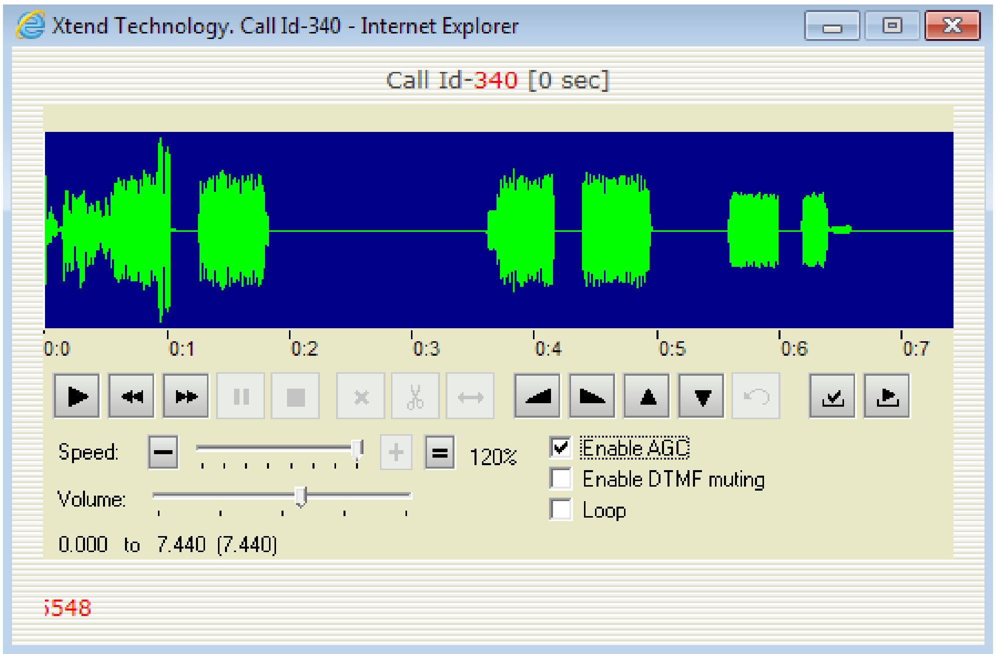
| | Agent ID | Agent Name | Process | Ip Address | Agent Status |
|---|---|---|---|---|---|
| 1 | Not Available | NOT AVAILABLE | Test-Interactive | Not Available | Agent Not Available |
| 2 | A1 | ALEN TONY KURISHINGHAL | Testing Team | 10.20.30.130 | User Busy |
| 3 | Not Available | NOT AVAILABLE | Test-Interactive | Not Available | Agent Not Available |
| 4 | A1 | ALEN TONY KURISHINGHAL | Testing Team | 10.20.30.130 | User Busy |
| 5 | A2 | JOHN HONAY | Test-Interactive | 10.20.30.134 | User Busy |
| 6 | A1 | ALEN TONY KURISHINGHAL | Testing Team | 10.20.30.130 | Missed Call |
| 7 | A1 | ALEN TONY KURISHINGHAL | Testing Team | 10.20.30.130 | User Busy |

(Note: The row is cut in half for clarity purpose and the next half of the Agents - Abandoned List is given below.)

| Reason | Called On | Start at | End at | Agent Talk Duration |
|---|---|---|---|---|
| Agent Not Available | 22 Jun 2018 | 17:25:04 | 17:25:16 | 00:00:00 |
| DISCONNECTED-REJECTED | 22 Jun 2018 | 17:25:05 | 17:25:11 | 00:00:00 |
| Agent Not Available | 22 Jun 2018 | 17:24:39 | 17:25:01 | 00:00:00 |
| DISCONNECTED-REJECTED | 22 Jun 2018 | 17:24:45 | 17:24:58 | 00:00:00 |
| DISCONNECTED-REJECTED | 22 Jun 2018 | 14:54:08 | 14:54:25 | 00:00:00 |
| DISCONNECTED-CUSTOMER-HANGUP | 22 Jun 2018 | 11:04:13 | 11:04:22 | 00:00:00 |
| DISCONNECTED-REJECTED | 22 Jun 2018 | 09:29:24 | 09:29:40 | 00:00:00 |

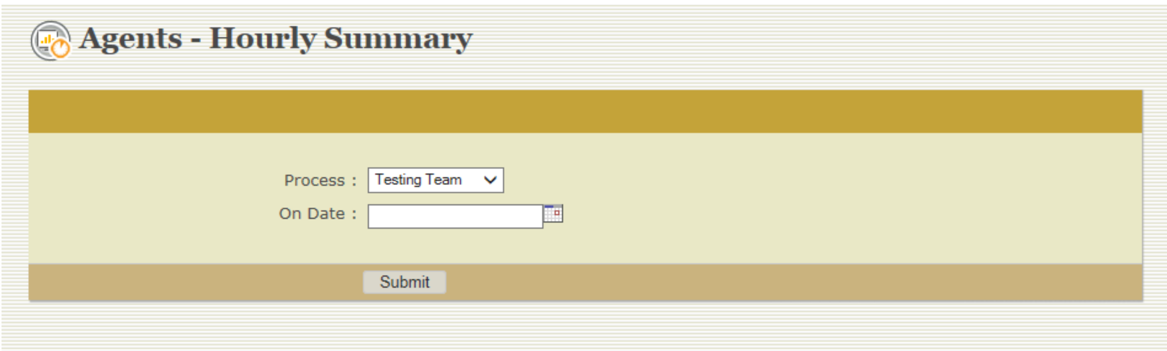
The search result obtained shall include **"Agent ID"**, **"Agent Name"**, **"Process"**, **"IP Address"**, **"Agent Status"**, **"Reason"**, **"Called On"**, **"Start at"**, **"End at"** and **"Agent Talk Duration"**.

Wave player allows to listen to the logged call.




### 5.6.1.6. Hourly Summary


This submenu gives the hourly-based summarised report of a process in each time slot. Select process from the drop-down list, enter the date and click ***Submit***.




This report include **"Time Slot"**, **"Agent Count"**, **"Attempts"**, **"Connects"**, **"Connect %"**, **"Abandoned"**, **"Abandoned %"**, **"Call Failed"**, **"Staff Time"**, **"Idle Time"**, **"Break Time"**, **"Agent Talk Time"**, **"Agent Wrap Time"**, **"Hold Time"**, **"Success Talk Time"**, **"Success Wrap Time"**, **"AHT"**, **"ATT"**, **"AWT"** and **"Average Hold Time"**, **"Total Number of Boundary Crossed Calls"**.

## Agents - Hourly Summary

Process Name :**Testing Team**

| | Time Slot | Agent Count | Attempts | Connects | Connect % | Abandoned | Abandoned % | Call Failed | Staff Time | Idle Time | Break Time |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 00:00:00 - 01:00:00 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 01:00:00 | 01:00:00 | 00:00:00 |
| 2 | 01:00:00 - 02:00:00 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 01:00:00 | 01:00:00 | 00:00:00 |
| 3 | 02:00:00 - 03:00:00 | 2 | 2 | 2 | 100 | 0 | 0 | 0 | 02:00:00 | 01:59:45 | 00:00:00 |
| 4 | 03:00:00 - 04:00:00 | 2 | 5 | 2 | 40 | 1 | 20 | 2 | 01:45:59 | 01:24:44 | 00:07:05 |
| 5 | 04:00:00 - 05:00:00 | 2 | 2 | 2 | 100 | 0 | 0 | 0 | 02:00:00 | 01:59:02 | 00:00:00 |
| 6 | 05:00:00 - 06:00:00 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 02:00:00 | 02:00:00 | 00:00:00 |
| 7 | 06:00:00 - 07:00:00 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 02:00:00 | 02:00:00 | 00:00:00 |
| 8 | 07:00:00 - 08:00:00 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 02:00:00 | 02:00:00 | 00:00:00 |
| 9 | 08:00:00 - 09:00:00 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 02:00:00 | 02:00:00 | 00:00:00 |
| 10 | 09:00:00 - 10:00:00 | 2 | 2 | 1 | 50 | 1 | 50 | 1 | 01:15:26 | 01:02:36 | 00:00:00 |

(Note: The row is cut in half for clarity purpose and the next half of the Agents - Hourly Summary is given below.)

| Agent Talk Time | Agent Wrap Time | Hold Time | Success Talk Time | Success Wrap Time | AHT | ATT | AWT | Average Hold Time | Total Number of Boundary crossed Calls |
|---|---|---|---|---|---|---|---|---|---|
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| 00:00:10 | 00:00:05 | 00:00:00 | 00:00:10 | 00:00:05 | 00:00:07 | 00:00:05 | 00:00:02 | 00:00:00 | 0 |
| 00:01:18 | 00:12:52 | 00:00:00 | 00:01:06 | 00:12:38 | 00:06:52 | 00:00:33 | 00:06:19 | 00:00:00 | 0 |
| 00:00:44 | 00:00:14 | 00:00:00 | 00:00:44 | 00:00:14 | 00:00:29 | 00:00:22 | 00:00:07 | 00:00:00 | 0 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 |
| 00:00:11 | 00:12:39 | 00:00:00 | 00:00:11 | 00:00:02 | 00:00:13 | 00:00:11 | 00:00:02 | 00:00:00 | 0 |

## 5.7. Supervision

The Supervision menu allows to monitor and listen to agents in real-time, manage agent activity, and monitor workflow in the Xtend Call Center System.

### 5.7.1. Supervision - Submenus

This menu comprises of the following submenus: Dashboard, Process, Agent Monitoring, Agents-Logout, Supervisors - Login. These are briefly explained below:

#### 5.7.1.1 Dashboard


This submenu provides the information about all Processes, General info, Process Info, Free Space in GB, representation of Agent status in pie chart and number of live calls.

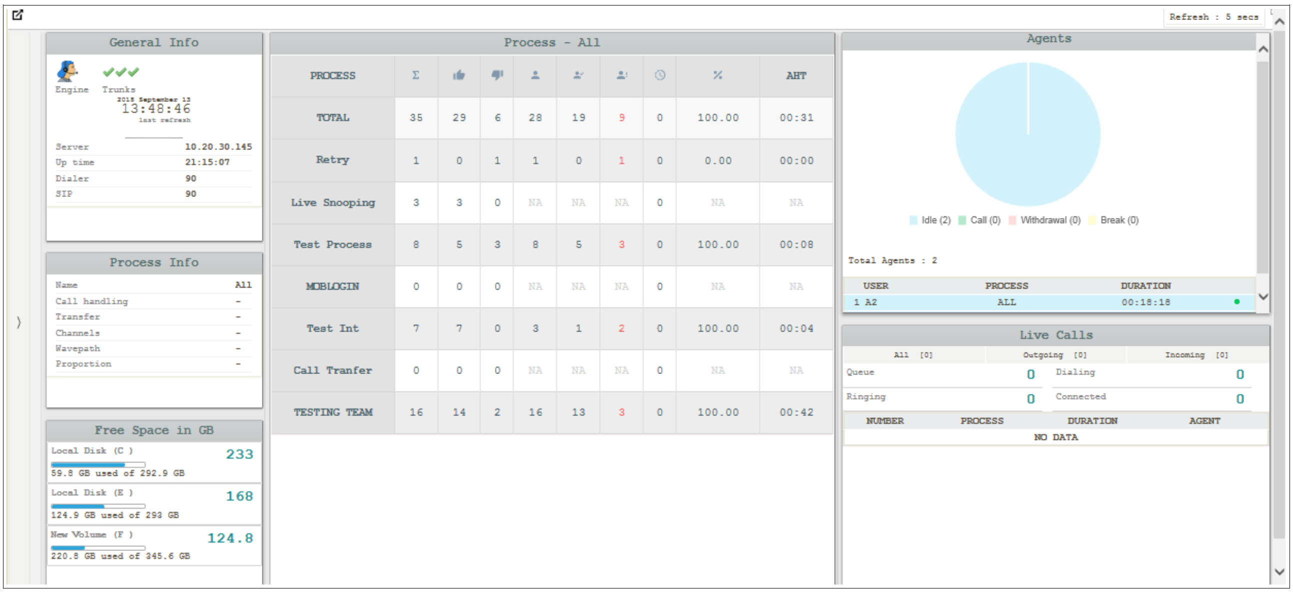
**General Info:** Contains details like Engine, Trunk, Server, Up time, Dialer and SIP.

**Process Info:** Contains details like Name, Call Handling, Transfer, Channels, and Proportion.

**Free Space in GB:** Contains the details regarding the free space available (in GB) in the Local Hard Disk.

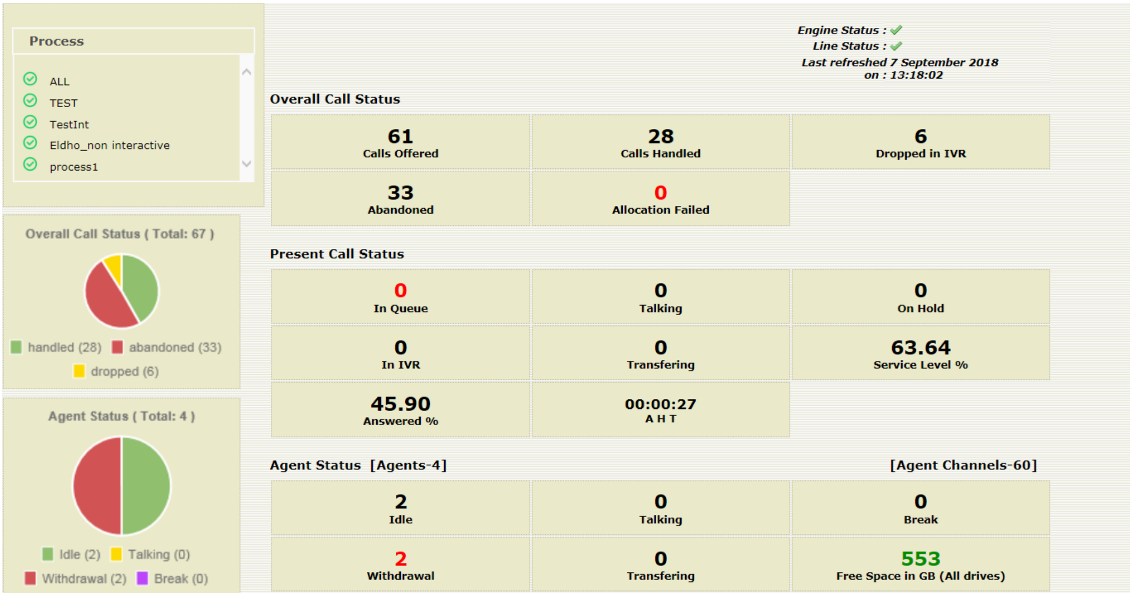
**Agents:** Displays the Agent status (Idle, Call, Withdrawal and Break) in a pie chart.

**Live Calls:** Displays the number of live calls (incoming and outgoing) in Queue, Dialing, Ringing and Connected modes.



#### 5.7.1.2. Process


This submenu shows the process specific details that include **"Overall Call Status"**, **"Present Call Status"** and **"Agent Status"** of all active processes. Multiple processes can be selected at the same time. The free disk space available in Call Center server is also displayed. The pie chart representation of Overall call status and Agent status are also provided here.




**Overall Status:** Displayed data include overall calls offered, handled, dropped in IVR, abandoned and allocation failed.

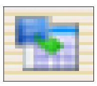
**Present Call Status:** Displayed data include calls in queue, talking mode, on hold, In IVR, transferring mode, overall service level %, overall answered % and AHT.

**Agent Status:** An overall number of idle agents, talking, on break, withdrawal, transferring mode and free space in Call Center server are displayed in this section.

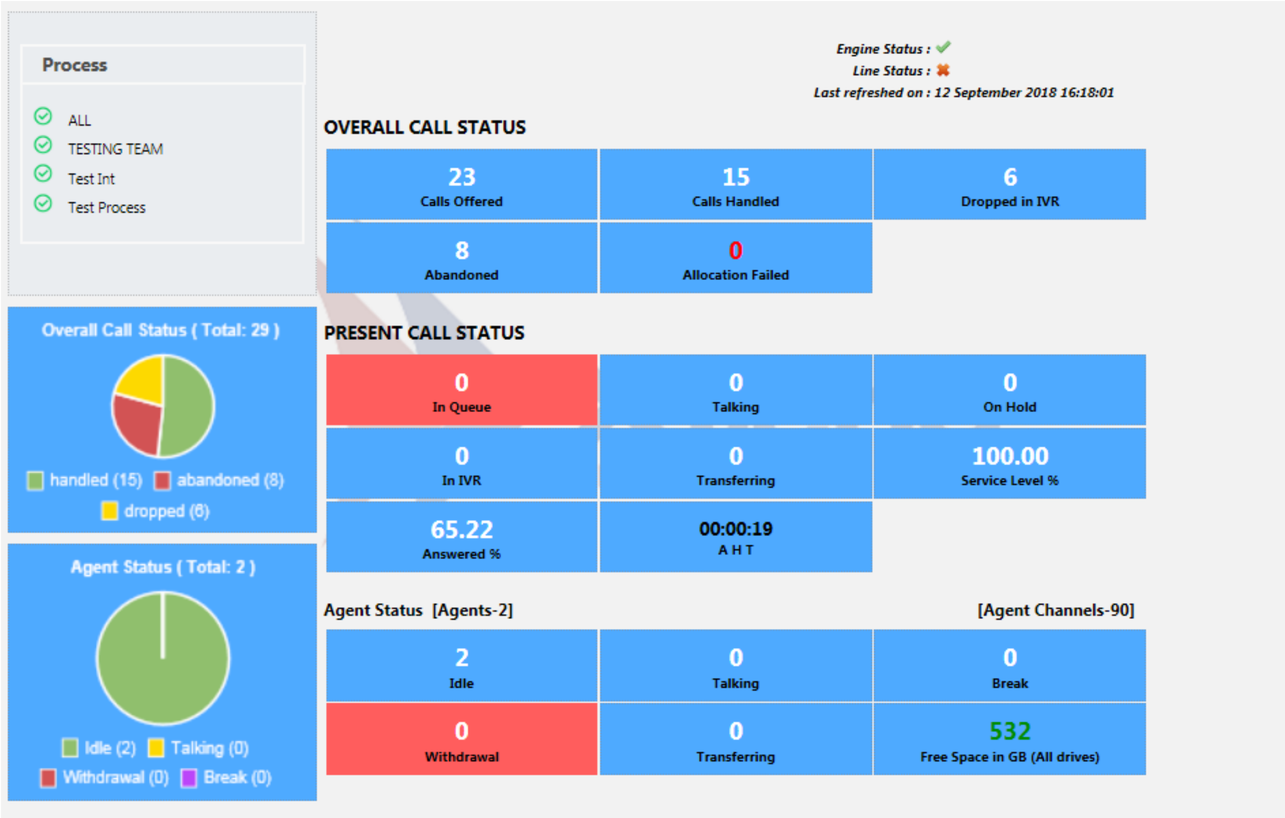
**Engine Status:** Indicates the status of Xtend Call Center application. ("√" indicates enabled).

**Line Status:** Denotes the status of the PRI line ("√" indicates active).

**Last refreshed on:** Represents the last refreshed date and time (data is refreshed in every 5 seconds).



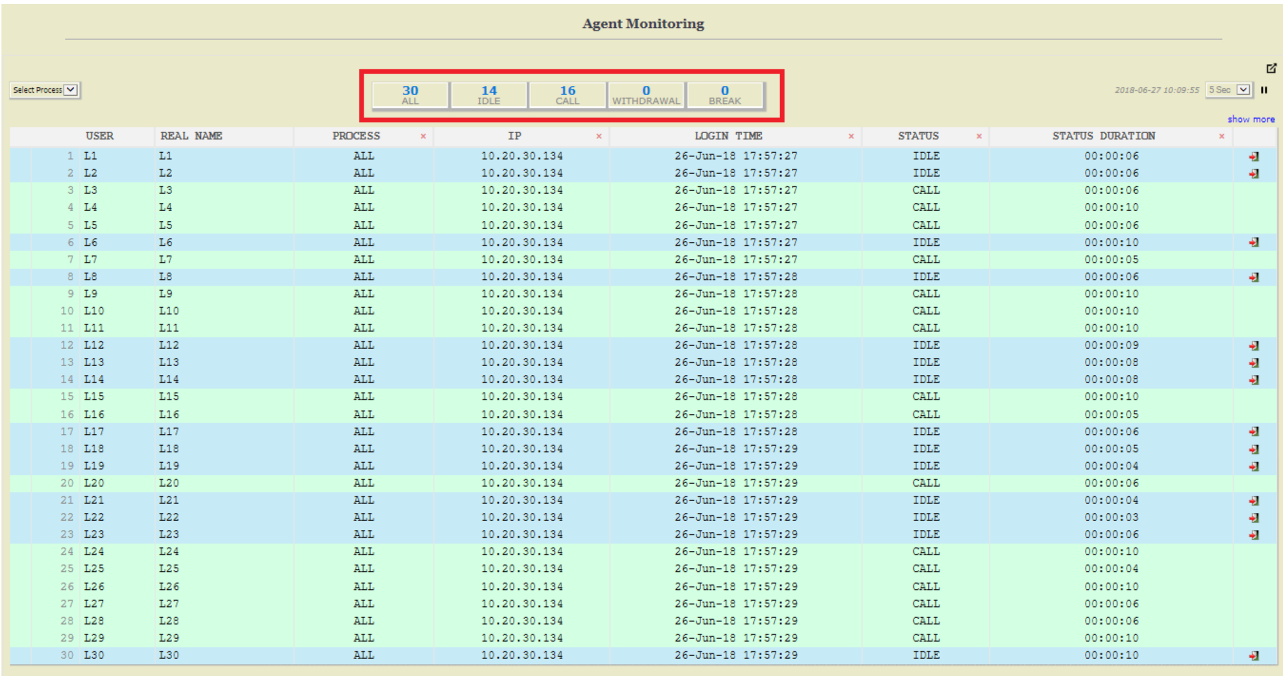
User can click on this icon to view the supervision details in a separate web page as shown in the below image.




### 5.7.1.3. Agent Monitoring

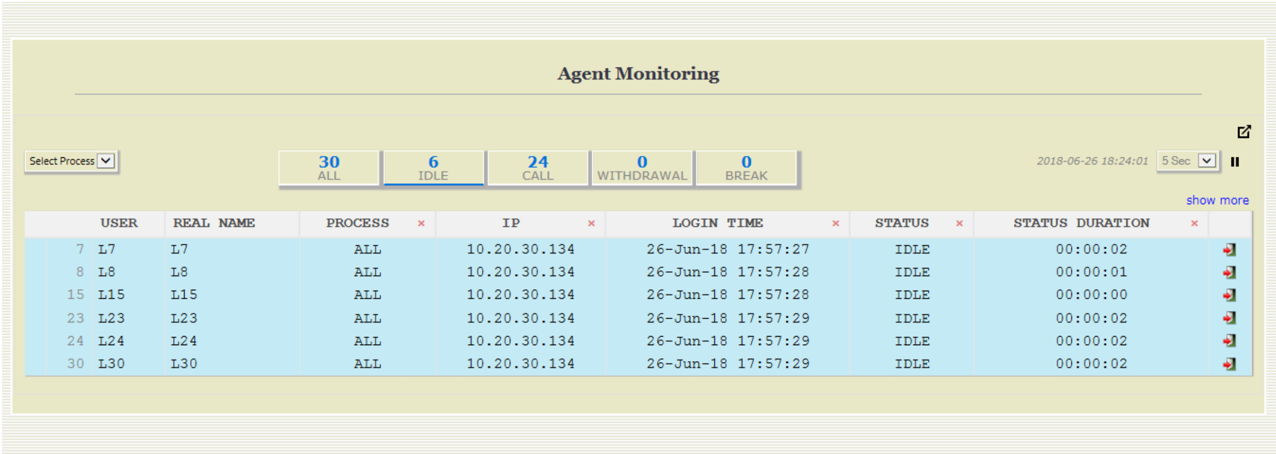

Agent Monitoring includes the current status of all the agents who are logged-in different processes like All, Idle, Call, Withdrawal and Break. Click the boxes (highlighted in red) to get the list of all users under that particular process.

A *Select Process* drop box is also present to get the list of all the agents under that process.



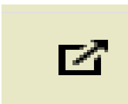

| | USER | REAL NAME | PROCESS | IP | LOGIN TIME | STATUS | STATUS DURATION |
|---|---|---|---|---|---|---|---|
| 1 | L1 | L1 | ALL | 10.20.30.134 | 26-Jun-18 17:57:27 | IDLE | 00:00:06 |
| 2 | L2 | L2 | ALL | 10.20.30.134 | 26-Jun-18 17:57:27 | IDLE | 00:00:06 |
| 3 | L3 | L3 | ALL | 10.20.30.134 | 26-Jun-18 17:57:27 | CALL | 00:00:06 |
| 4 | L4 | L4 | ALL | 10.20.30.134 | 26-Jun-18 17:57:27 | CALL | 00:00:10 |
| 5 | L5 | L5 | ALL | 10.20.30.134 | 26-Jun-18 17:57:27 | CALL | 00:00:06 |
| 6 | L6 | L6 | ALL | 10.20.30.134 | 26-Jun-18 17:57:27 | IDLE | 00:00:10 |
| 7 | L7 | L7 | ALL | 10.20.30.134 | 26-Jun-18 17:57:27 | CALL | 00:00:05 |
| 8 | L8 | L8 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | IDLE | 00:00:06 |
| 9 | L9 | L9 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | CALL | 00:00:10 |
| 10 | L10 | L10 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | CALL | 00:00:10 |
| 11 | L11 | L11 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | CALL | 00:00:10 |
| 12 | L12 | L12 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | IDLE | 00:00:09 |
| 13 | L13 | L13 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | IDLE | 00:00:08 |
| 14 | L14 | L14 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | IDLE | 00:00:08 |
| 15 | L15 | L15 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | CALL | 00:00:10 |
| 16 | L16 | L16 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | CALL | 00:00:05 |
| 17 | L17 | L17 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | IDLE | 00:00:06 |
| 18 | L18 | L18 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | IDLE | 00:00:05 |
| 19 | L19 | L19 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | IDLE | 00:00:04 |
| 20 | L20 | L20 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | CALL | 00:00:06 |
| 21 | L21 | L21 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | IDLE | 00:00:04 |
| 22 | L22 | L22 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | IDLE | 00:00:03 |
| 23 | L23 | L23 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | IDLE | 00:00:06 |
| 24 | L24 | L24 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | CALL | 00:00:10 |
| 25 | L25 | L25 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | CALL | 00:00:04 |
| 26 | L26 | L26 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | CALL | 00:00:10 |
| 27 | L27 | L27 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | CALL | 00:00:06 |
| 28 | L28 | L28 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | CALL | 00:00:06 |
| 29 | L29 | L29 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | CALL | 00:00:10 |
| 30 | L30 | L30 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | IDLE | 00:00:10 |

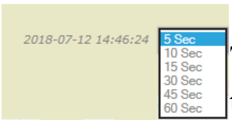
Example: If the option "Idle" is selected, the list of idle agents will be shown.




| | USER | REAL NAME | PROCESS | IP | LOGIN TIME | STATUS | STATUS DURATION | |
|---|---|---|---|---|---|---|---|---|
| 7 | L7 | L7 | ALL | 10.20.30.134 | 26-Jun-18 17:57:27 | IDLE | 00:00:02 | |
| 8 | L8 | L8 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | IDLE | 00:00:01 | |
| 15 | L15 | L15 | ALL | 10.20.30.134 | 26-Jun-18 17:57:28 | IDLE | 00:00:00 | |
| 23 | L23 | L23 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | IDLE | 00:00:02 | |
| 24 | L24 | L24 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | IDLE | 00:00:02 | |
| 30 | L30 | L30 | ALL | 10.20.30.134 | 26-Jun-18 17:57:29 | IDLE | 00:00:02 | |

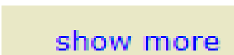
 An Administrator can forcefully logout an agent using this icon.

 Click on this icon to show the details in a separate window.



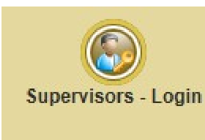
This icon shows the last refreshed time. User can change the refreshed time from the drop down list.

Click on the icon to pause the present status.

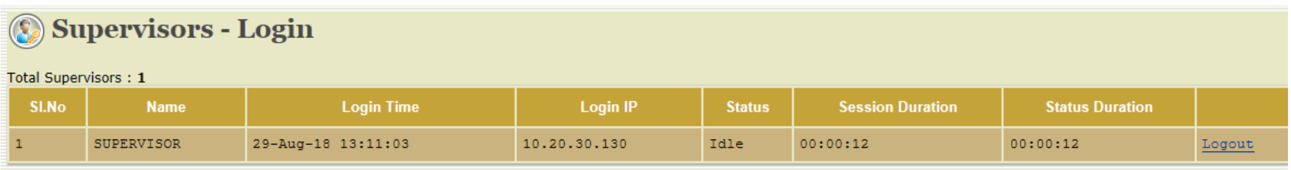


Click on the icon to see more details.

### 5.7.1.4. Supervisor - Login



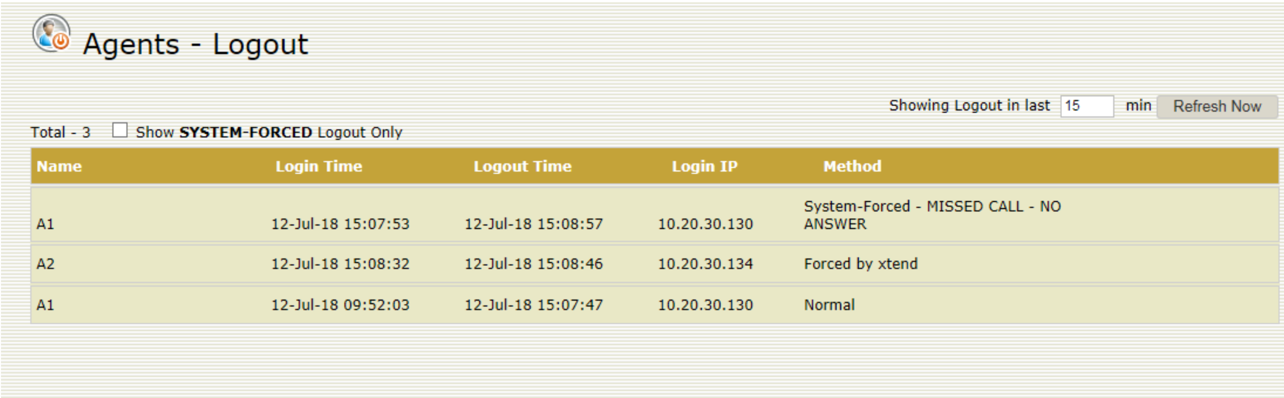
This submenu gives the complete details of the Supervisor logged-in to the Call Center. The displayed search result includes **"Name", "Login Time", "Login IP", "Status", "Session Duration", "Status Duration"**. Admin can logout as Supervisor from the interface by clicking on ***"Logout"***.




| Sl.No | Name | Login Time | Login IP | Status | Session Duration | Status Duration | |
|---|---|---|---|---|---|---|---|
| 1 | SUPERVISOR | 29-Aug-18 13:11:03 | 10.20.30.130 | Idle | 00:00:12 | 00:00:12 | Logout |

### 5.7.1.5. Agents - Logout


Displays the session details of logged out agents. The details include **"Name"**, **"Login Time"**, **"Logout Time"**, **"Login IP"** and **"Method"**.



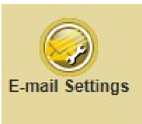

| Name | Login Time | Logout Time | Login IP | Method |
|---|---|---|---|---|
| A1 | 12-Jul-18 15:07:53 | 12-Jul-18 15:08:57 | 10.20.30.130 | System-Forced - MISSED CALL - NO ANSWER |
| A2 | 12-Jul-18 15:08:32 | 12-Jul-18 15:08:46 | 10.20.30.134 | Forced by xtend |
| A1 | 12-Jul-18 09:52:03 | 12-Jul-18 15:07:47 | 10.20.30.130 | Normal |

In the above report,
Show **SYSTEM-FORCED** Logout Only: Shows the information about agents, whose logout was done by the system.
Show **System-Forced-MISSED CALL-TIMEOUT_FL_Call Failed**: An agent has not responded to the call, so the system has forcefully logged out this agent.
**Showing Logout in Last __ min**: Allows to enter the value in minutes to view the logged out details within the entered time slot.

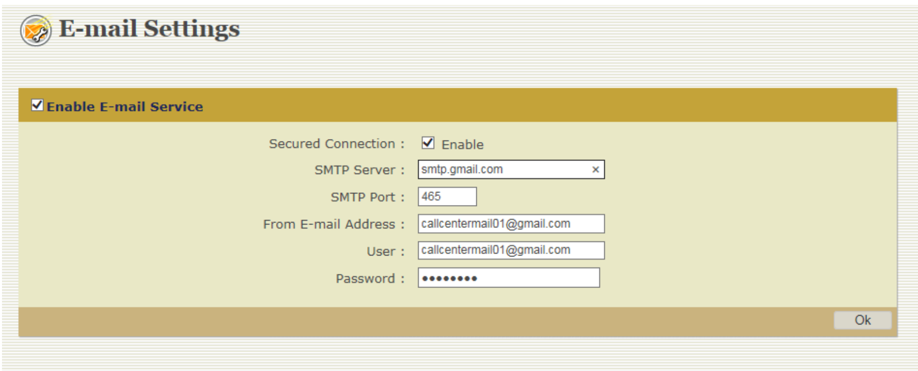
## 5.8. Email

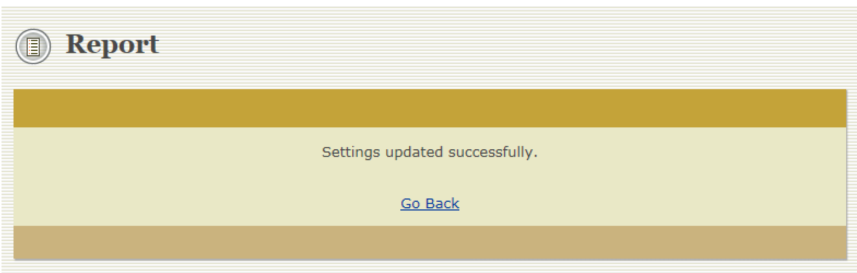
This menu enables the user to send reports, notifications etc. via email to the user.

### 5.8.1. E-mail Settings



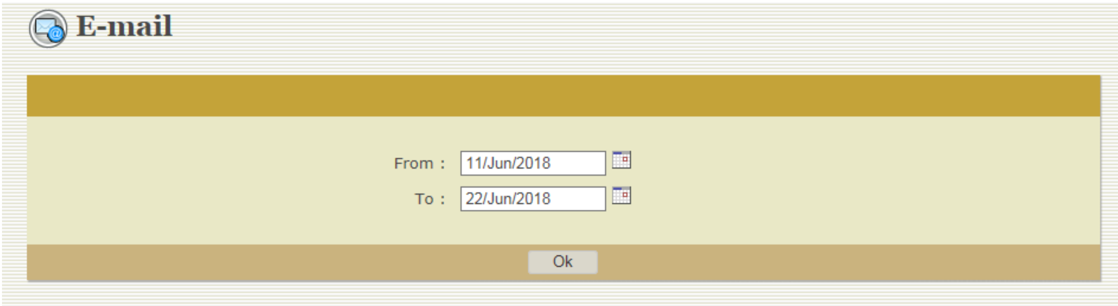

This option is used to enable an e-mail service.



### 5.8.2. Email


This submenu allows the user to retrieve the emails sent to the clients based on a particular time period.



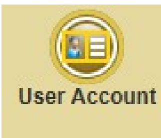

## 5.9. Administration

This menu is related to the creation, modification and deactivation of the different type of users. Note that an Administrator can create, modify or deactivate a user account. An Administrator can also change name, reset password and set session duration from this menu.

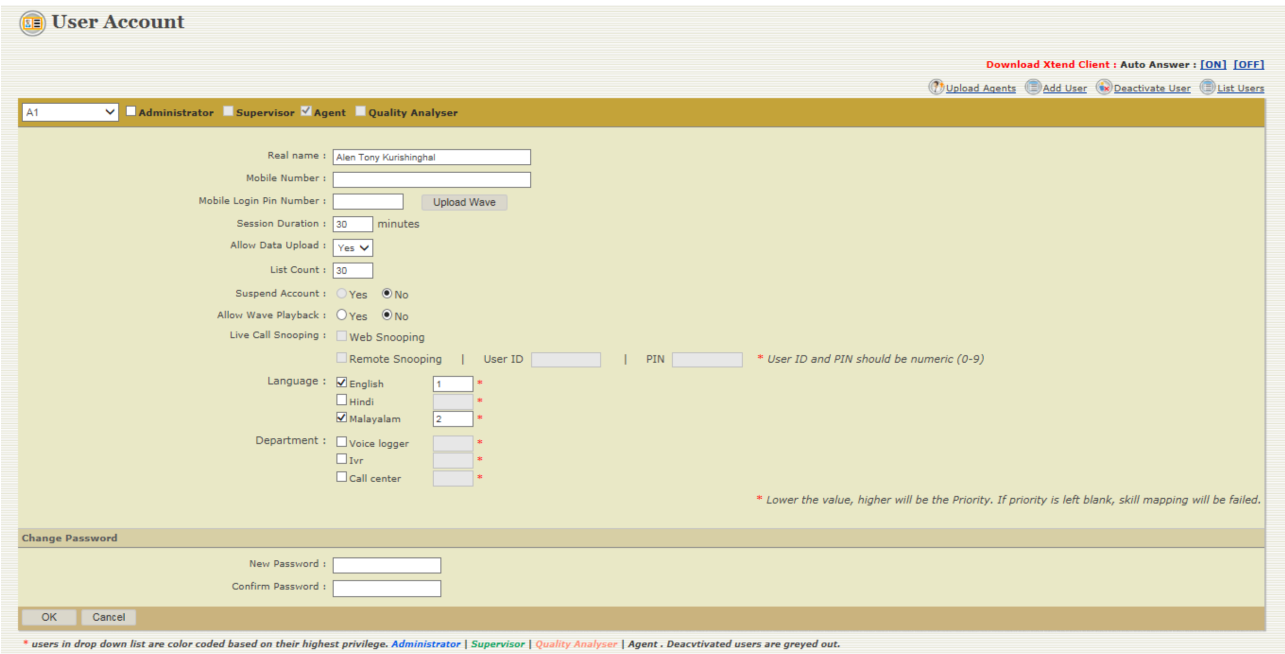
### 5.9.1. Administration - Submenus

This menu comprises of the following submenus: User Account, Break Settings, Auto Upload, Auto Download, Skills and Phonebook and Call Transfer List. These are briefly explained below:

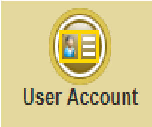
#### 5.9.1.1. User Account



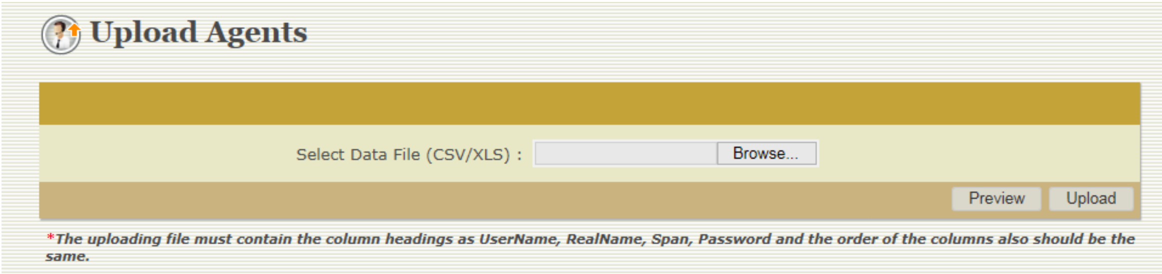

This submenu is related to the creation, modification, deactivation of different users and Administrator accounts. An Administrator can create and delete user accounts, change name and reset password. A user with administrative privilege can download and install the Xtend Client Application setup through this menu.



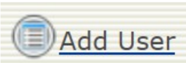
## User Accounts - Related Icons



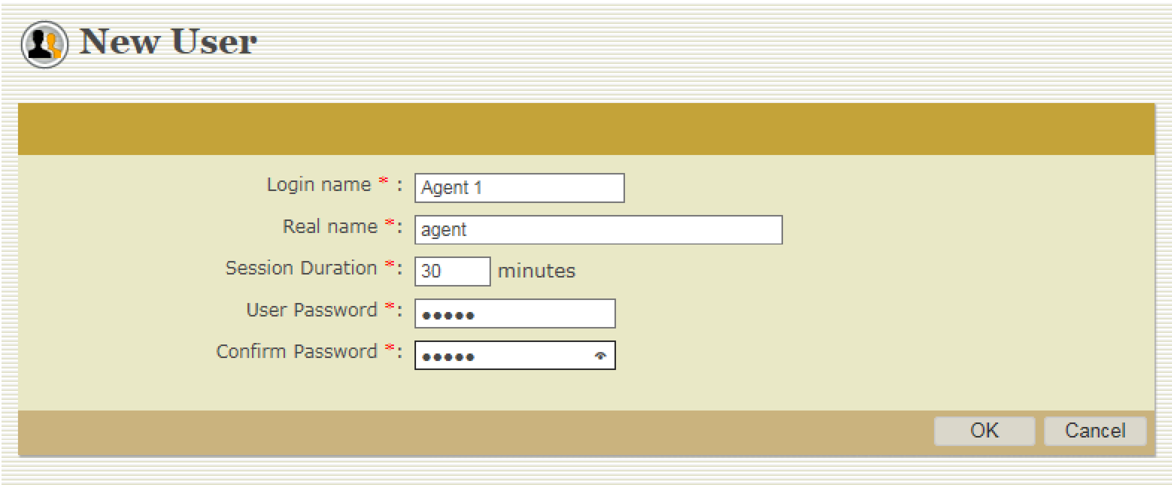

Click this link to upload the list of call center agents in CSV or XLS file format. Browse and select the file, click ***Upload*** to assign the list of agents. Click ***Preview*** to view the set of the uploaded agents.



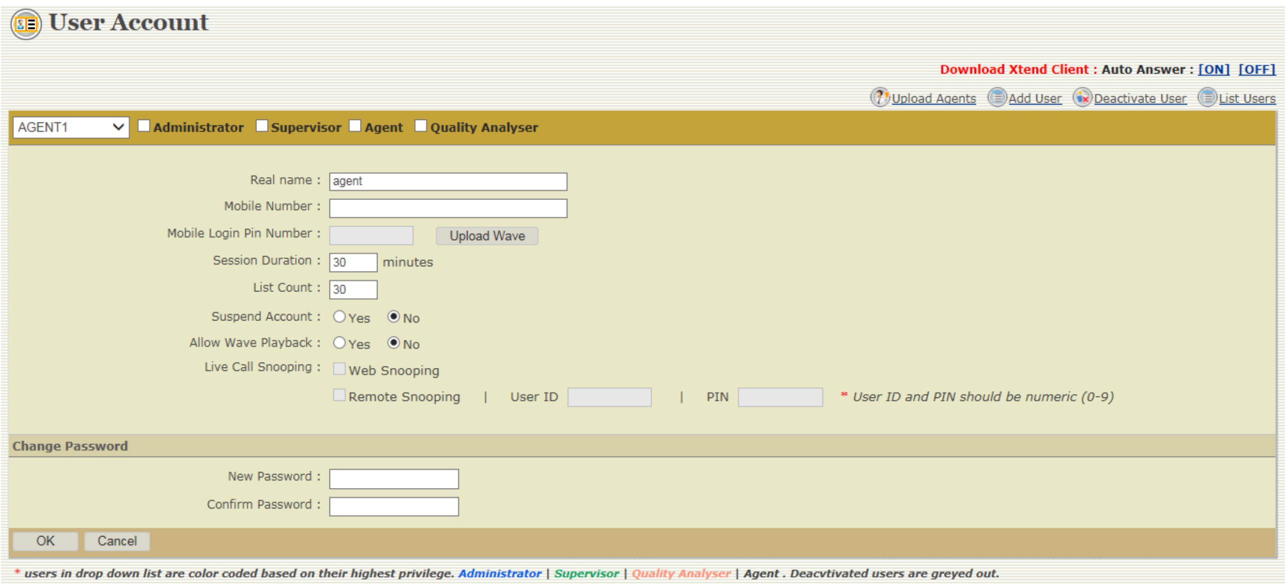

*Note: The uploaded file must contain the column headings as UserName, RealName, Span, Password and the order of the columns also should be the same.*




Click this link to create new user account. Enter the Login Name, Real Name, Session Duration and Password and click ***OK*** to create the account.



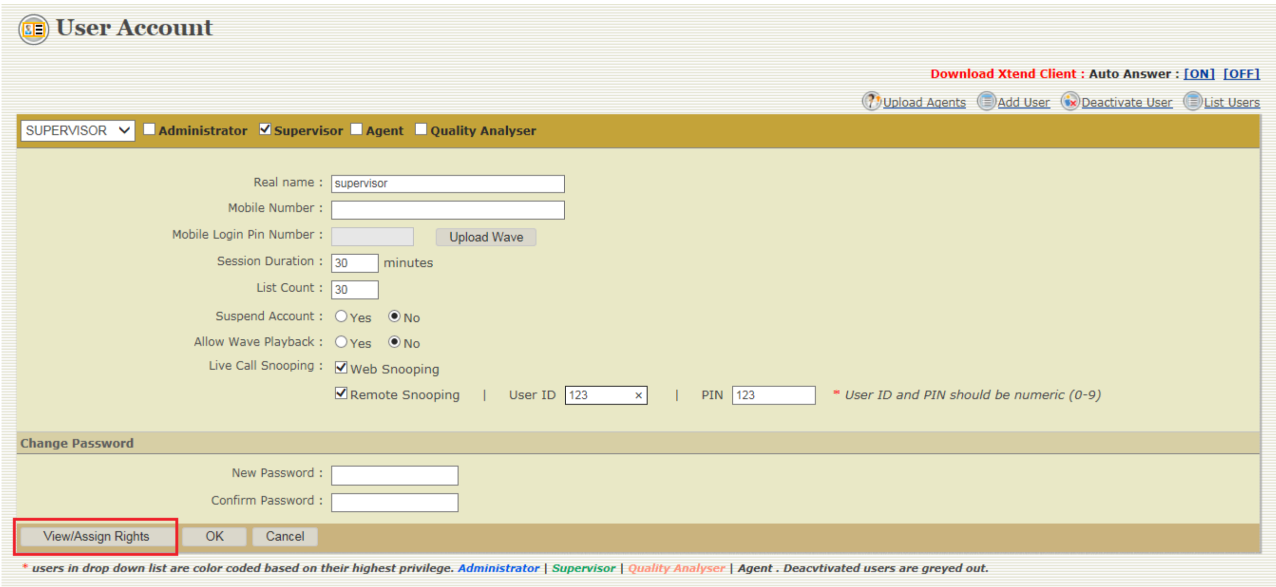

"User Account" window appears as shown below.



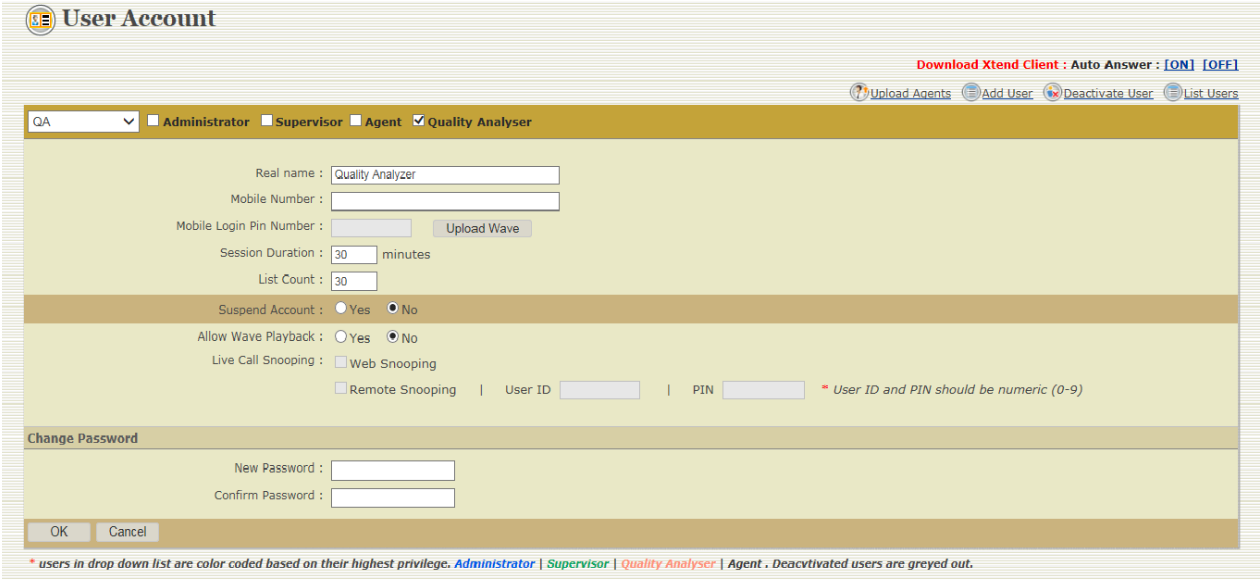
Four types of user accounts are present. These are:

- **Administrator**: This account has the topmost privilege and can access all options in the browser interface of Call Center System. An Administrator can create new users, assign rights to users and disable the users. The default account in the Xtend Call Center is the Administrative privilege with username and password as "admin". For security measures, it is recommended to change the Administrator password during the first log-in itself. An Administrator account cannot be deleted and all other user-based accounts can be viewed and edited by an Administrator.

- **Supervisor:** The Supervisor can monitor and snoop the calls from the web interface by logging to Xtend Client application. An Administrator can also assign process rights to Supervisor. Each Supervisor is mapped to individual process and he/she can access only the details of the mapped process and also monitor and snoop the calls of that process only. Supervisor cannot change the rights assigned by an Administrator and the access to different options in the interface is limited. Web/remote snooping can only be initiated by a user with 'Supervisor' privilege.

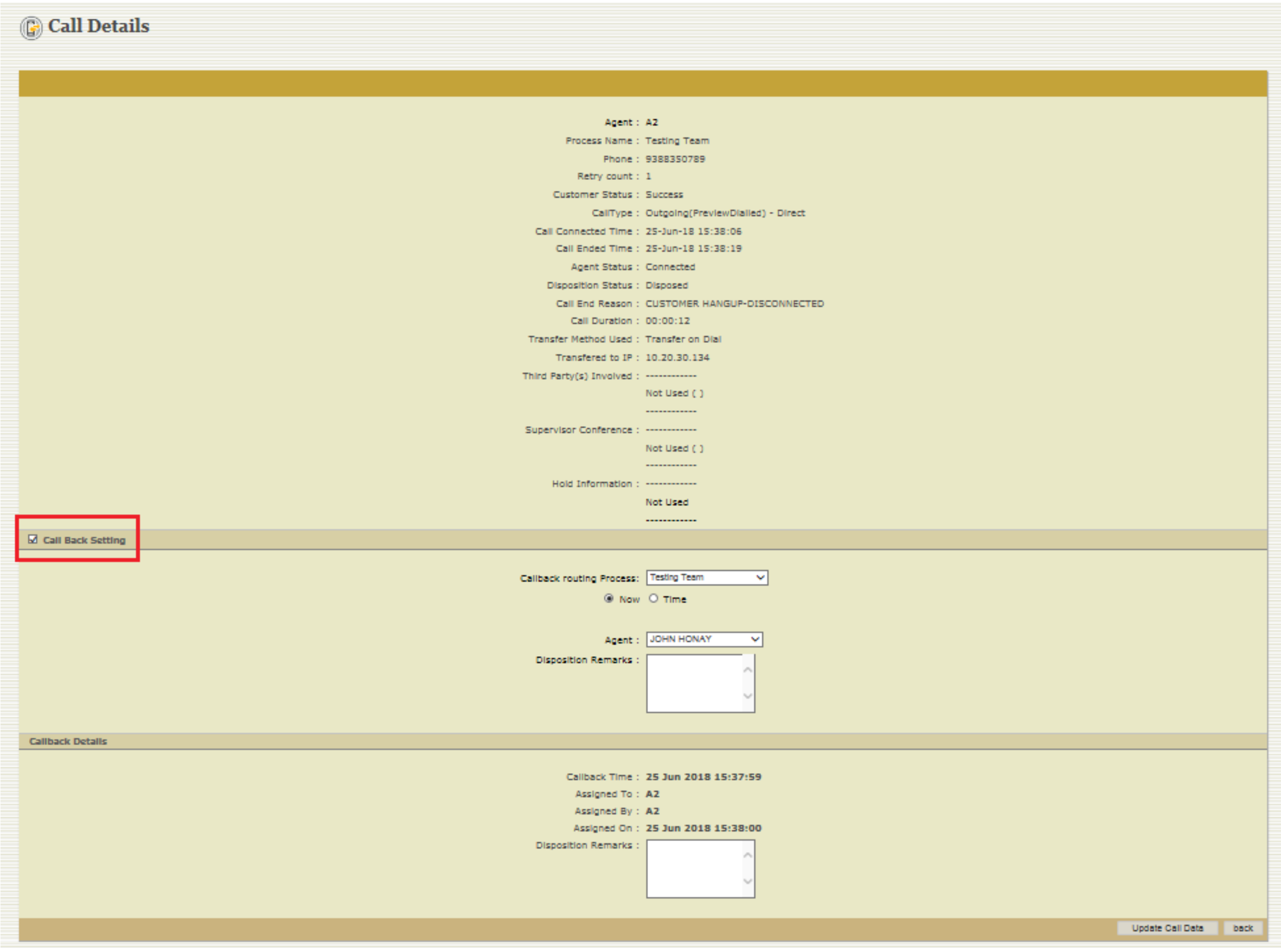



- **Quality Analyser (QA):** QA can assign callback from interface by clicking the row corresponding to agent call logs and then select callback option. He/she can monitor the active and passive reports, agent reports and can also edit the custom fields and add disposition remarks.



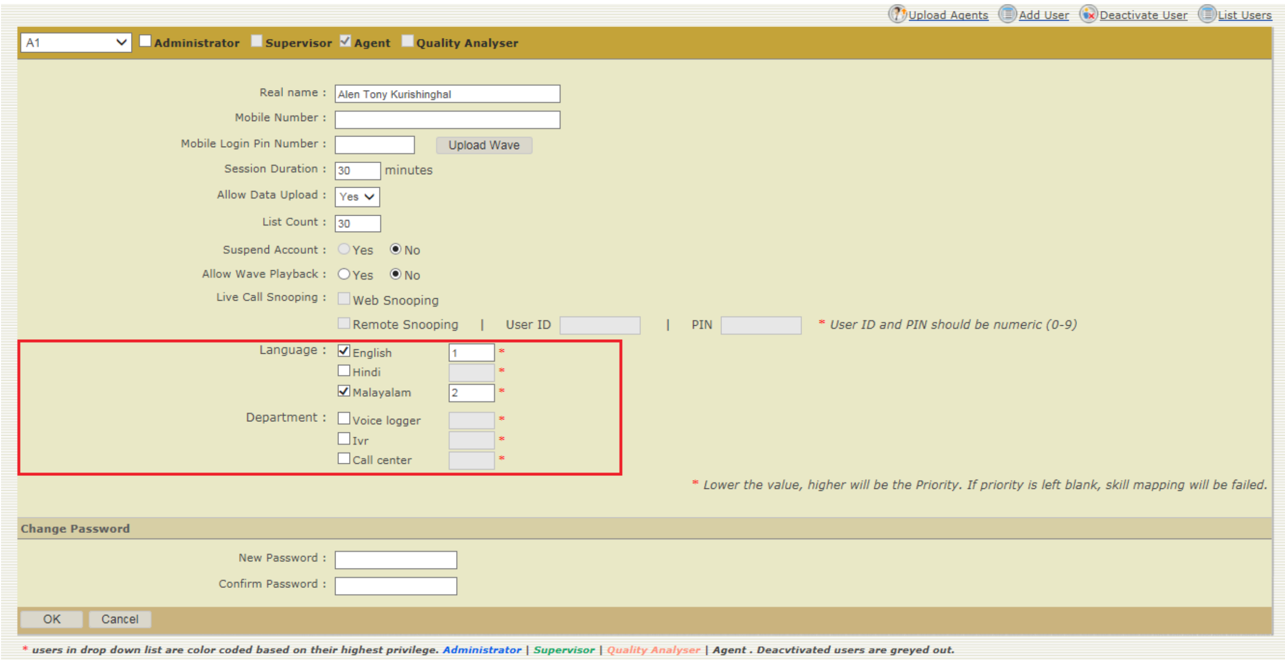

The quality analyser can assign callbacks as shown below.

Agent Call Logs → Click the specific row in Agent Call Logs to view the call details and enable the call back setting, this option is highlighted in the below image with a red rectangular box.



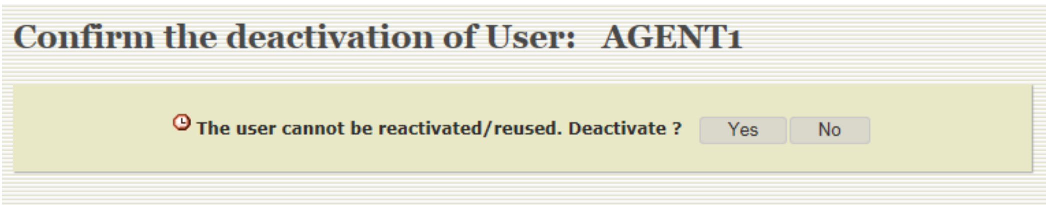

- **Agent:** This account has only limited privileges. An agent can access the web interface to retrieve the call logs that is made from their respective account. An account can be used to login to the Xtend Client to handle the calls.

When “Agent” privilege is selected, the skill set appears as shown below. Select the language based on the skill set and click ***OK*** to update the details.





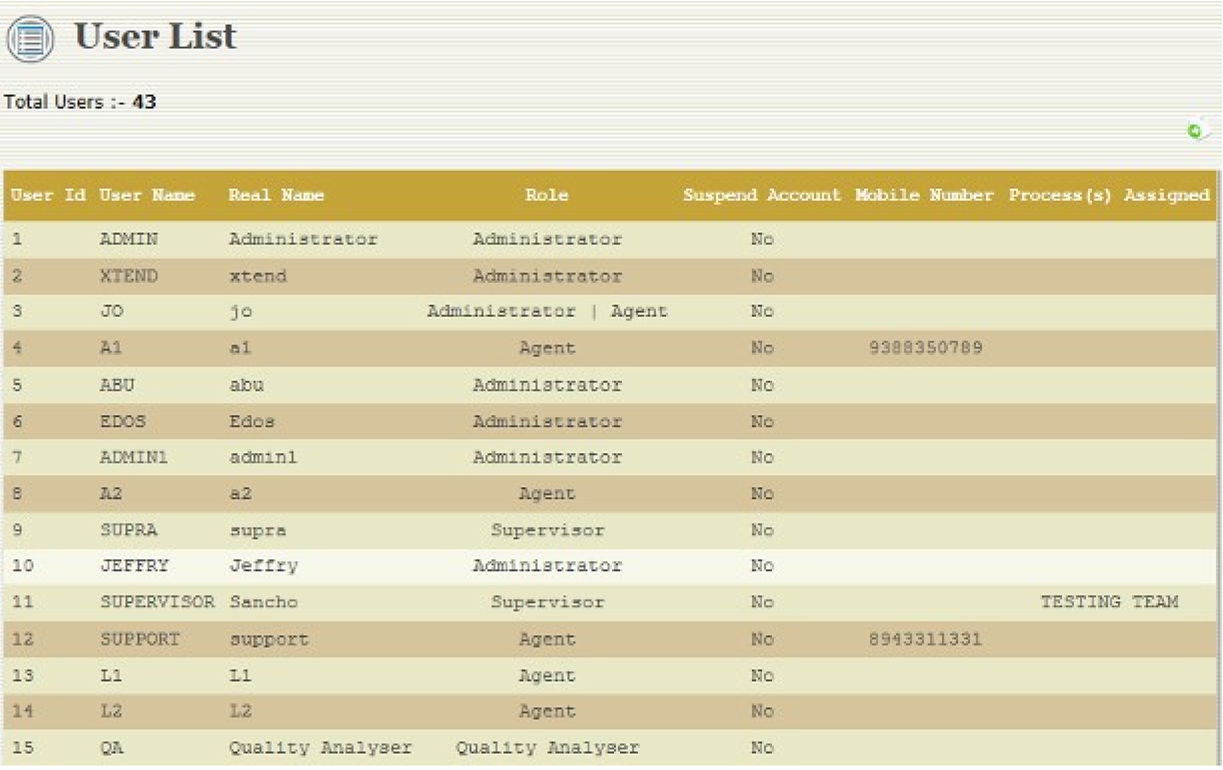
Click this link to deactivate the user account. The deactivate option is allowed for a user with administrative rights. Click ***Yes*** to confirm the deactivation.




Message confirming the successful deactivation of the user appears as shown below.



Click on this link to view the list of users. The information obtained include **“User Name”**, **“Real Name”**, **“Role”**, **“Suspend Account”** and **“Mobile Number”**, **“Process (s) Assigned”**. The process assigned for the Supervisors are listed under Process(s). The count of total users are also available.



## User List

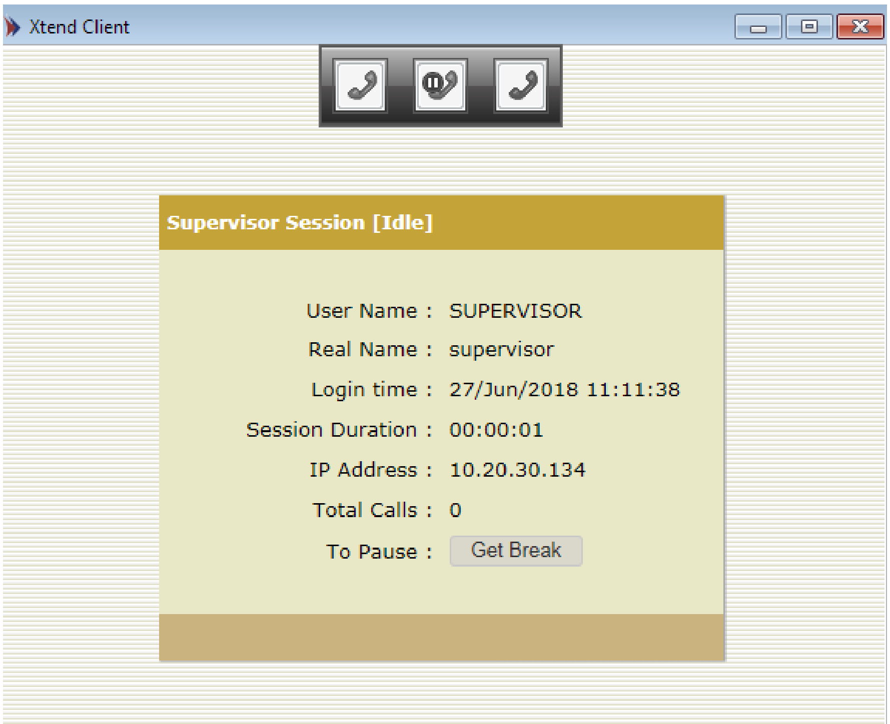
Total Users :- 43

| User Id | User Name | Real Name | Role | Suspend Account | Mobile Number | Process(s) Assigned |
|---|---|---|---|---|---|---|
| 1 | ADMIN | Administrator | Administrator | No | | |
| 2 | XTEND | xtend | Administrator | No | | |
| 3 | JO | jo | Administrator \| Agent | No | | |
| 4 | A1 | a1 | Agent | No | 9388350789 | |
| 5 | ABU | abu | Administrator | No | | |
| 6 | EDOS | Edos | Administrator | No | | |
| 7 | ADMIN1 | admin1 | Administrator | No | | |
| 8 | A2 | a2 | Agent | No | | |
| 9 | SUPRA | supra | Supervisor | No | | |
| 10 | JEFFRY | Jeffry | Administrator | No | | |
| 11 | SUPERVISOR | Sancho | Supervisor | No | | TESTING TEAM |
| 12 | SUPPORT | support | Agent | No | 8943311331 | |
| 13 | L1 | L1 | Agent | No | | |
| 14 | L2 | L2 | Agent | No | | |
| 15 | QA | Quality Analyser | Quality Analyser | No | | |

## Live Snooping Mechanism

The Supervisor has an option to snoop calls in real time. There are two types of snooping mechanism - Web Snooping and Remote Snooping.

1) **Web Snooping:** Allows to access real time calls using web snooping. Create the Supervisor account, enable web snooping and login to Xtend Client for listening to active calls.



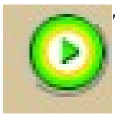

Now, login to the browser interface of Xtend Call Center Solutions using the same username and password. The Live Calls window appears as shown below:

Incoming/outgoing calls can be viewed in live supervision and the snooping can be carried out from the browser interface.

## Live Calls

Total Number of Active Calls : **1**

| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | | | | | |
| [2] Testing Team | 2018-06-27 13:02:41 | 9388350789 | [A1] | Outgoing | |
| [3] Testing Team | | | | | |
| [4] Testing Team | | | | | |
| [5] Testing Team | | | | | |
| [6] TestProcess | | | | | |
| [7] TestProcess | | | | | |
| [8] TestProcess | | | | | |
| [9] TESTINC | | | | | |
| [10] TESTINC | | | | | |
| [11] TESTINC | | | | | |
| [12] TestOutg | | | | | |
| [13] TestOutg | | | | | |
| [14] TestOutg | | | | | |
| [15] TestOutg | | | | | |

This icon represents Start Snooping.

The significance of the icons that appear during snooping of calls are briefly explained below.

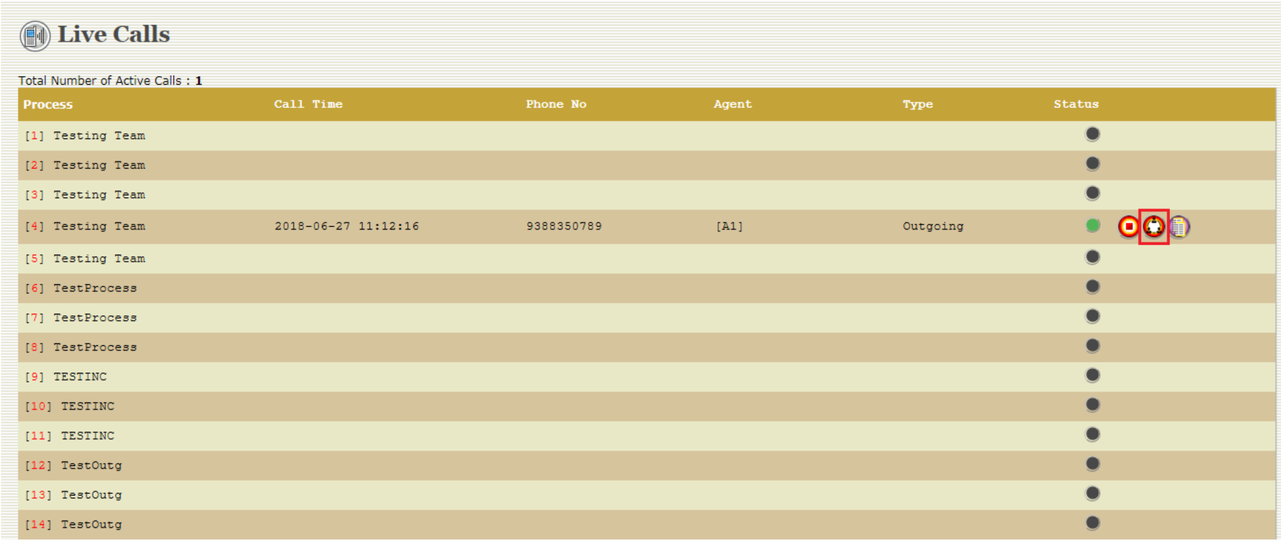
**Start Barge:** The icon highlighted with red rectangular box in the image shown below allows user to start barging between Supervisor, Agent and Customer.

## Live Calls

Total Number of Active Calls : **1**

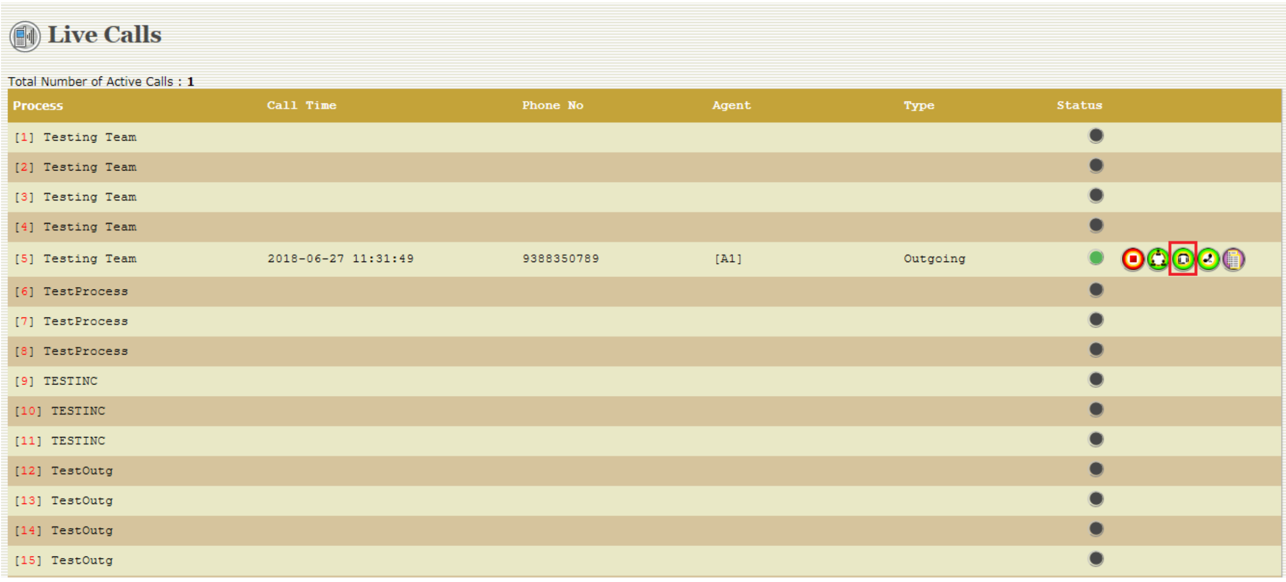
| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | | | | | |
| [2] Testing Team | | | | | |
| [3] Testing Team | 2018-06-27 12:05:38 | 9388350789 | [A1] | Outgoing | |
| [4] Testing Team | | | | | |
| [5] Testing Team | | | | | |
| [6] TestProcess | | | | | |
| [7] TestProcess | | | | | |
| [8] TestProcess | | | | | |
| [9] TESTINC | | | | | |
| [10] TESTINC | | | | | |
| [11] TESTINC | | | | | |
| [12] TestOutg | | | | | |
| [13] TestOutg | | | | | |
| [14] TestOutg | | | | | |
| [15] TestOutg | | | | | |

**Stop Barge:** Allows to disable the barging process.




| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | | | | | |
| [2] Testing Team | | | | | |
| [3] Testing Team | | | | | |
| [4] Testing Team | 2018-06-27 11:12:16 | 9388350789 | [A1] | Outgoing | |
| [5] Testing Team | | | | | |
| [6] TestProcess | | | | | |
| [7] TestProcess | | | | | |
| [8] TestProcess | | | | | |
| [9] TESTINC | | | | | |
| [10] TESTINC | | | | | |
| [11] TESTINC | | | | | |
| [12] TestOutg | | | | | |
| [13] TestOutg | | | | | |
| [14] TestOutg | | | | | |

**Start Whisper To Agent:** Initiates whispering between the Supervisor and Agent.

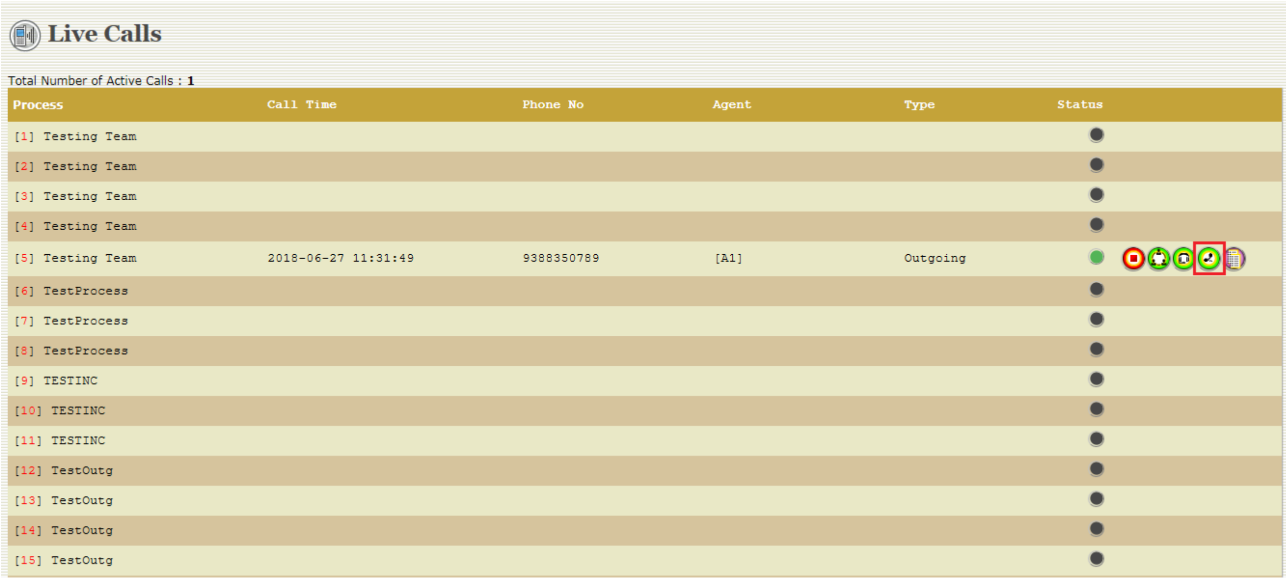



| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | | | | | |
| [2] Testing Team | | | | | |
| [3] Testing Team | | | | | |
| [4] Testing Team | | | | | |
| [5] Testing Team | 2018-06-27 11:31:49 | 9388350789 | [A1] | Outgoing | |
| [6] TestProcess | | | | | |
| [7] TestProcess | | | | | |
| [8] TestProcess | | | | | |
| [9] TESTINC | | | | | |
| [10] TESTINC | | | | | |
| [11] TESTINC | | | | | |
| [12] TestOutg | | | | | |
| [13] TestOutg | | | | | |
| [14] TestOutg | | | | | |
| [15] TestOutg | | | | | |

**Stop Whisper To Agent:** Allows to disable the whispering process.


| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | | | | | |
| [2] Testing Team | | | | | |
| [3] Testing Team | | | | | |
| [4] Testing Team | 2018-06-27 11:12:16 | 9388350789 | [A1] | Outgoing | |
| [5] Testing Team | | | | | |
| [6] TestProcess | | | | | |
| [7] TestProcess | | | | | |
| [8] TestProcess | | | | | |
| [9] TESTINC | | | | | |
| [10] TESTINC | | | | | |
| [11] TESTINC | | | | | |
| [12] TestOutg | | | | | |
| [13] TestOutg | | | | | |
| [14] TestOutg | | | | | |

**Start Whisper To Customer:** Allows to initiate whispering between the Supervisor and Customer.



## Live Calls

Total Number of Active Calls : **1**

| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | | | | | |
| [2] Testing Team | | | | | |
| [3] Testing Team | | | | | |
| [4] Testing Team | | | | | |
| [5] Testing Team | 2018-06-27 11:31:49 | 9388350789 | [A1] | Outgoing | |
| [6] TestProcess | | | | | |
| [7] TestProcess | | | | | |
| [8] TestProcess | | | | | |
| [9] TESTINC | | | | | |
| [10] TESTINC | | | | | |
| [11] TESTINC | | | | | |
| [12] TestOutg | | | | | |
| [13] TestOutg | | | | | |
| [14] TestOutg | | | | | |
| [15] TestOutg | | | | | |

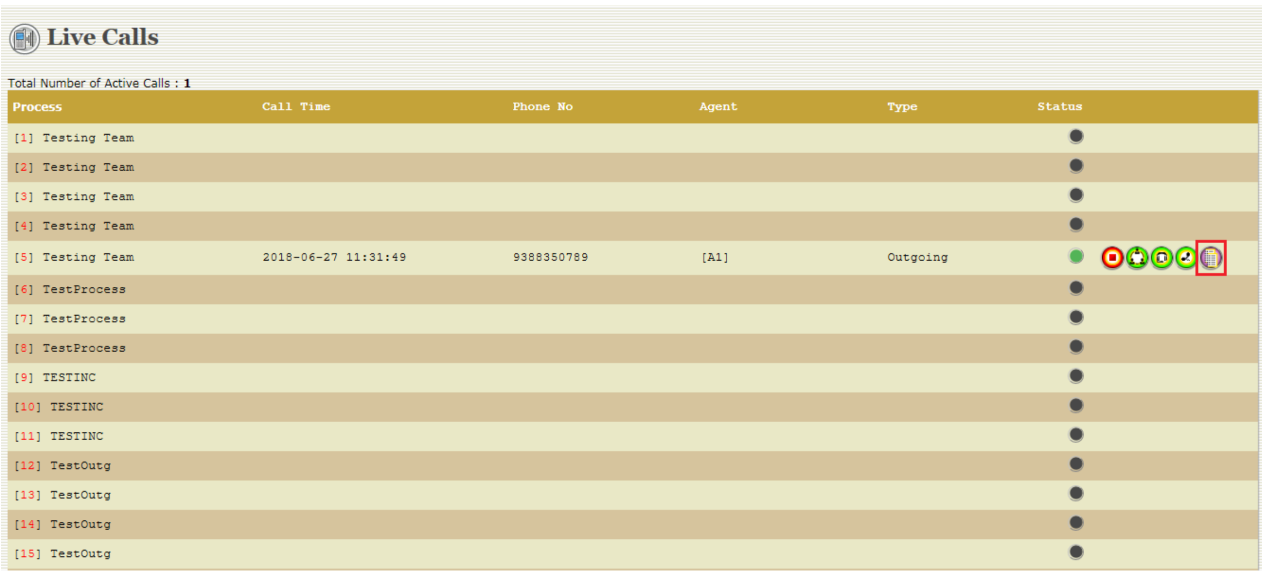
**Stop Whisper To Customer:** Allows to stop the whispering process between Supervisor and Customer.

## Live Calls

Total Number of Active Calls : **1**

| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | | | | | |
| [2] Testing Team | | | | | |
| [3] Testing Team | | | | | |
| [4] Testing Team | 2018-06-27 11:12:16 | 9388350789 | [A1] | Outgoing | |
| [5] Testing Team | | | | | |
| [6] TestProcess | | | | | |
| [7] TestProcess | | | | | |
| [8] TestProcess | | | | | |
| [9] TESTINC | | | | | |
| [10] TESTINC | | | | | |
| [11] TESTINC | | | | | |
| [12] TestOutg | | | | | |
| [13] TestOutg | | | | | |
| [14] TestOutg | | | | | |
| [15] TestOutg | | | | | |

**Snoop Report:** Click on the highlighted button in the below figure to view the snoop report.

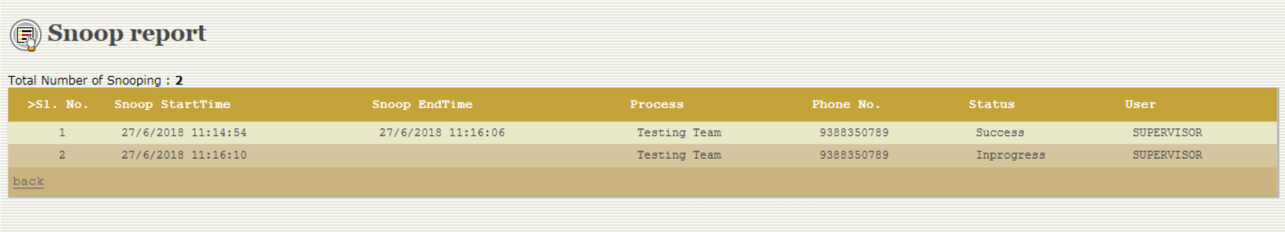


## Live Calls

Total Number of Active Calls : **1**

| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | | | | | |
| [2] Testing Team | | | | | |
| [3] Testing Team | | | | | |
| [4] Testing Team | | | | | |
| [5] Testing Team | 2018-06-27 11:31:49 | 9388350789 | [A1] | Outgoing | |
| [6] TestProcess | | | | | |
| [7] TestProcess | | | | | |
| [8] TestProcess | | | | | |
| [9] TESTINC | | | | | |
| [10] TESTINC | | | | | |
| [11] TESTINC | | | | | |
| [12] TestOutg | | | | | |
| [13] TestOutg | | | | | |
| [14] TestOutg | | | | | |
| [15] TestOutg | | | | | |

Snoop report appears, click ***Back*** to go to the previous page.



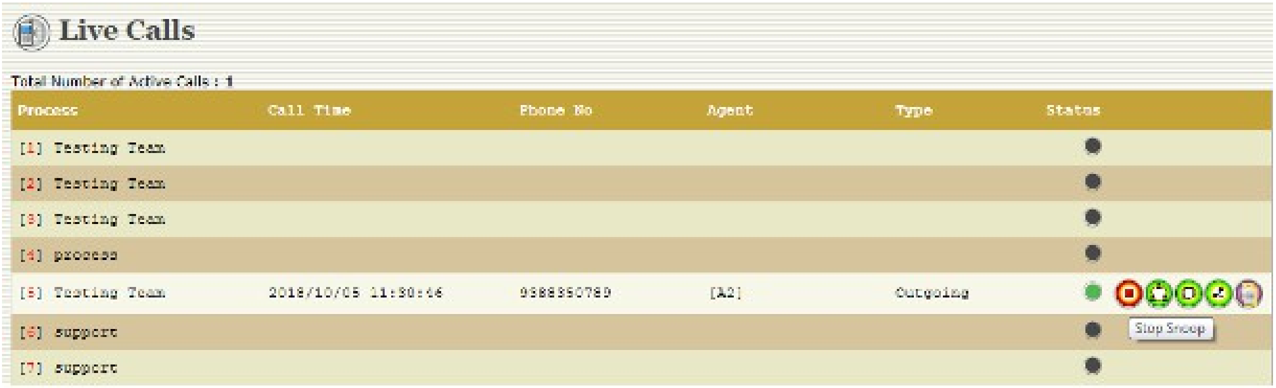
**Snoop report**

Total Number of Snooping : **2**

| >Sl. No. | Snoop StartTime | Snoop EndTime | Process | Phone No. | Status | User |
|---|---|---|---|---|---|---|
| 1 | 27/6/2018 11:14:54 | 27/6/2018 11:16:06 | Testing Team | 9388350789 | Success | SUPERVISOR |
| 2 | 27/6/2018 11:16:10 | | Testing Team | 9388350789 | Inprogress | SUPERVISOR |

back

**Stop Snoop:** Click on this icon to disable snooping process.



**Live Calls**

Total Number of Active Calls : 1

| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | | | | | |
| [2] Testing Team | | | | | |
| [3] Testing Team | | | | | |
| [4] process | | | | | |
| [5] Testing Team | 2018/10/05 11:30:46 | 9388350789 | [A2] | Outgoing | |
| [6] support | | | | | Stop Snoop |
| [7] support | | | | | |

A window appears as shown below after stopping the snooping process.

**Live Calls**

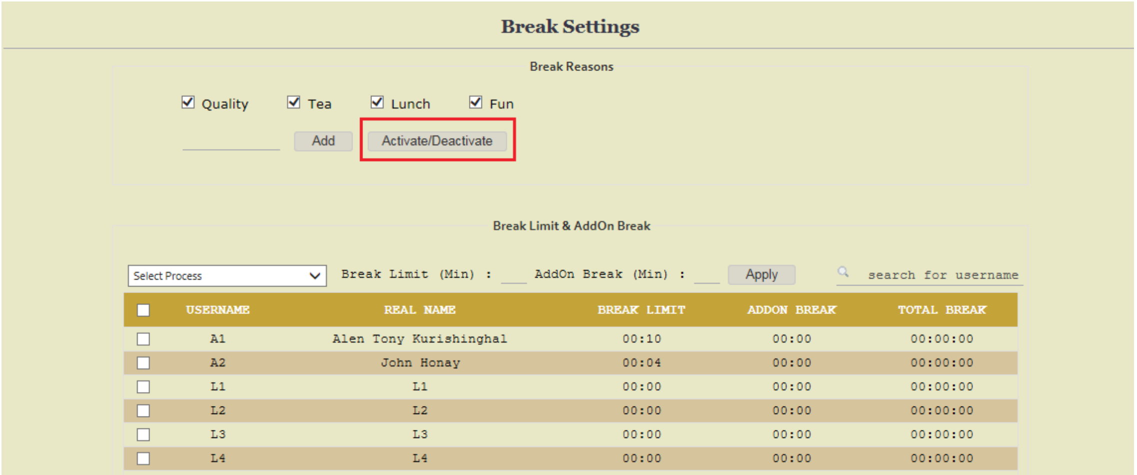
Total Number of Active Calls : **1**

| Process | Call Time | Phone No | Agent | Type | Status |
|---|---|---|---|---|---|
| [1] Testing Team | | | | | |
| [2] Testing Team | 2018-06-27 13:02:41 | 9388350789 | [A1] | Outgoing | |
| [3] Testing Team | | | | | |
| [4] Testing Team | | | | | |
| [5] Testing Team | | | | | |
| [6] TestProcess | | | | | |
| [7] TestProcess | | | | | |
| [8] TestProcess | | | | | |
| [9] TESTINC | | | | | |
| [10] TESTINC | | | | | |
| [11] TESTINC | | | | | |
| [12] TestOutg | | | | | |
| [13] TestOutg | | | | | |
| [14] TestOutg | | | | | |
| [15] TestOutg | | | | | |

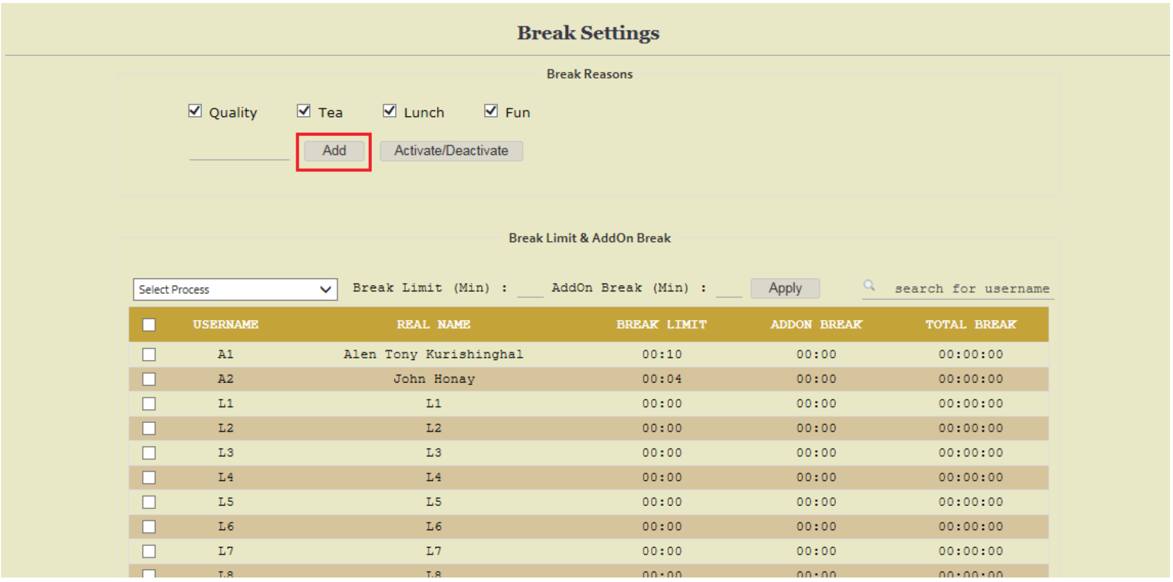
**2) Remote snooping:** Create and configure a process with process type “Live snooping” and then dial the process number from an external phone. Enter the username and pin number. Next, enter the respective number of the call channel from the live calls page to start snooping.

#### 5.9.1.2. Break Reasons


Enable/disable the break status from this submenu and also add the reason for break.



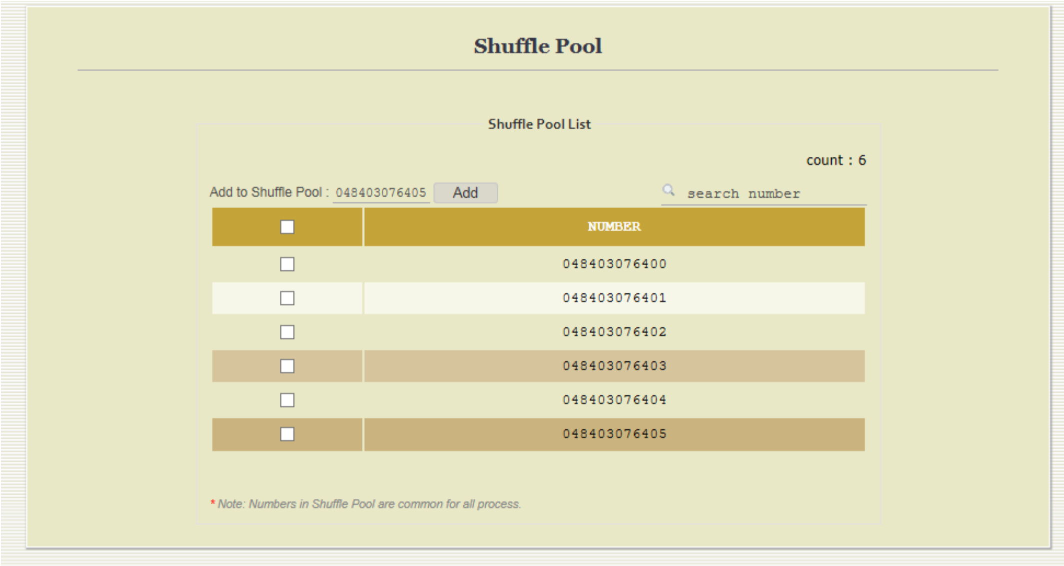

This option allows to enter the reason for taking break. Specify the reason, enable the ***"Activate"*** option. To add new remark/reason again, click ***Add,*** enter the reason and click ***"Activate"***.




User can also set the break limit for agents by selecting the particular agent. Then, enter the break limit in minute and click ***Apply***. The break limit can be extended by adding the required value in the **AddOn Break** and click ***Apply***. When the break limit is over, the agent will be forcefully logged out automatically.

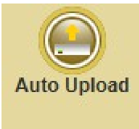
### 5.9.1.3 Shuffle Pool


The feature is used to show different DLI numbers for different calls. The numbers to be shown are added here and Shuffle DLI is enabled in the features.




To add number, type the appropriate number in text field. Click ***Add*** button and the added number will appear in the list. Search number allows to find a particular number from the provided list.

### 5.9.1.4. Auto Upload

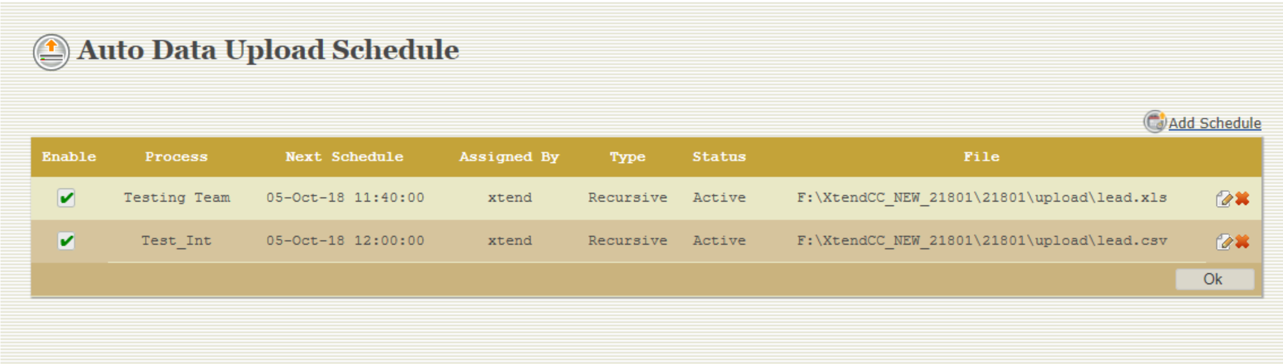



This submenu is to upload, view and edit a particular schedule. Add details in the respective fields, upload the schedule and click ***Add Schedule*** to save the entered details.

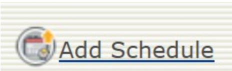
The auto upload can be scheduled once a day, daily in a particular time and also recursively upload the data within the specified time interval.
Action on Incomplete Leads: If a particular lead remains incomplete, then user can choose one of the following options from the pull down

→ Do Nothing: To keep the lead as it is
→ Disable: Select to disable the lead
→ Delete: Allows to remove the lead

To auto-upload, the Call Center Engine should be in **up and running** mode. The new schedule and existing schedules appear on the screen.



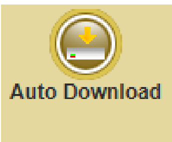

## Auto Upload - Related Icons



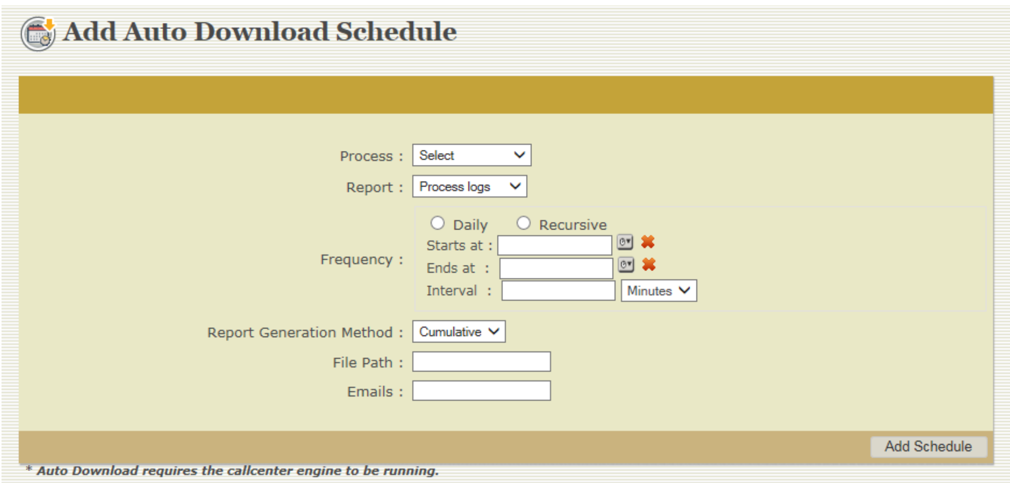
Allows to append new schedules.


Allows to edit the existing details.

### 5.9.1.5. Auto Download



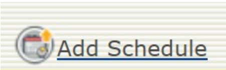
The Auto Download feature is used to download the reports such as process logs, dialed logs and agent call logs of different processes.



The auto download can be scheduled for daily or recursive.

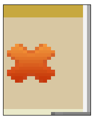
*Daily:* Daily in particular time.
*Recursive:* Downloaded within the specified time interval.

**Auto Download - Related Icons**



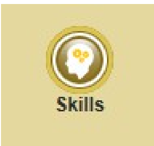
Allows to append new schedules.


Allows to edit the existing details.

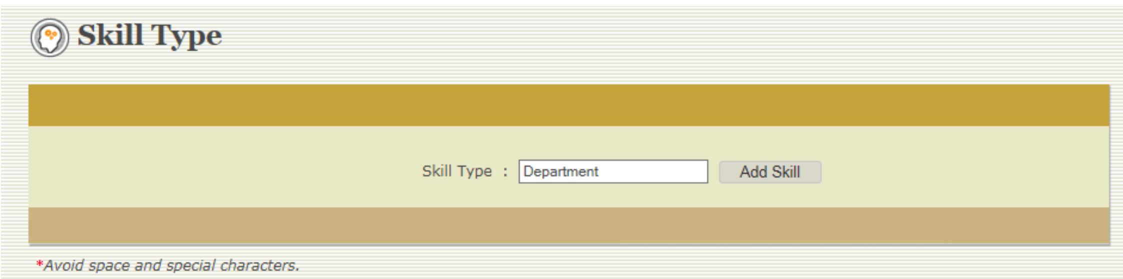

Allows to delete the schedules.

**Report Generation Method** (Cumulative/Differential): If "Cumulative" is selected, then the report will be downloaded with records including the new record at the scheduled interval. If "Differential" is selected, then the new record will only be downloaded at the scheduled interval.

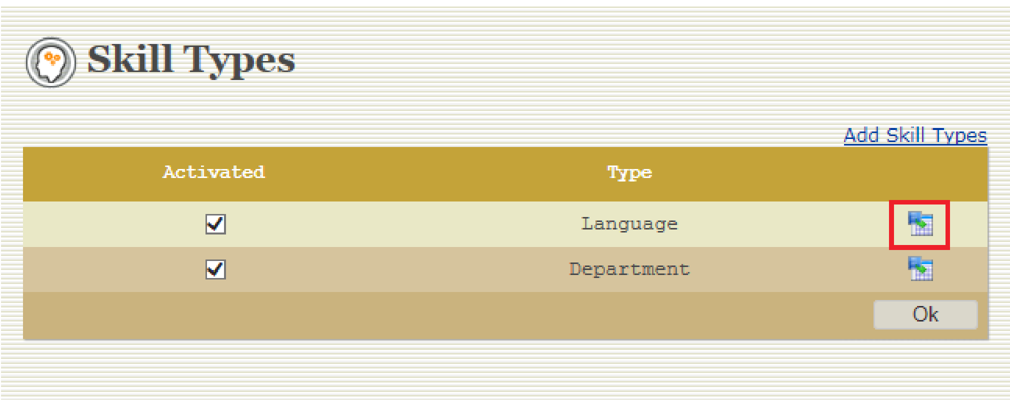
### 5.9.1.6. Skills



The Call Center System supports skill set scheduling based on **"Skill Type"** and **"Skill Value"**, the ***Add Skill*** option allows to add multiple **"Skill Values"**. Enter details and click ***OK*** to save. For example, here the Skill Type is shown as "Language" and Skill Values are shown as "English", "Hindi" and "Malayalam".

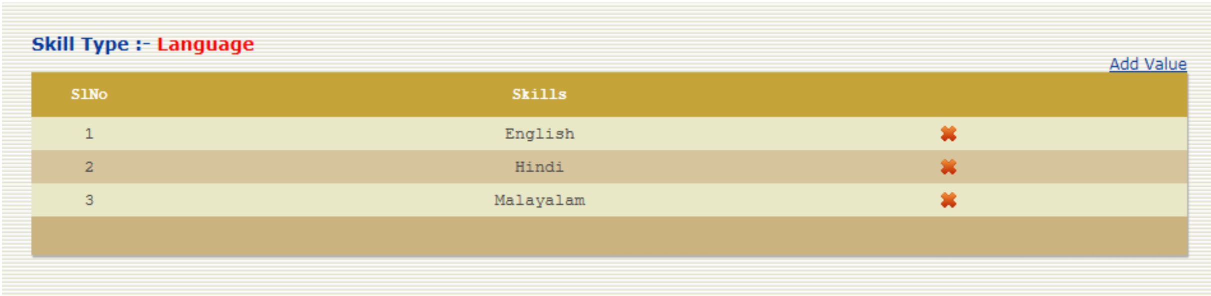



Enable the checkbox corresponding to Skill Type and click ***OK*** to activate the skill types.



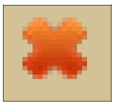
## Skills - Related Icons


This icon allows to view the list of skill values, click on the link ***Add Value*** to append values to skill type as per the call center requirement.


Skill Type :- Language

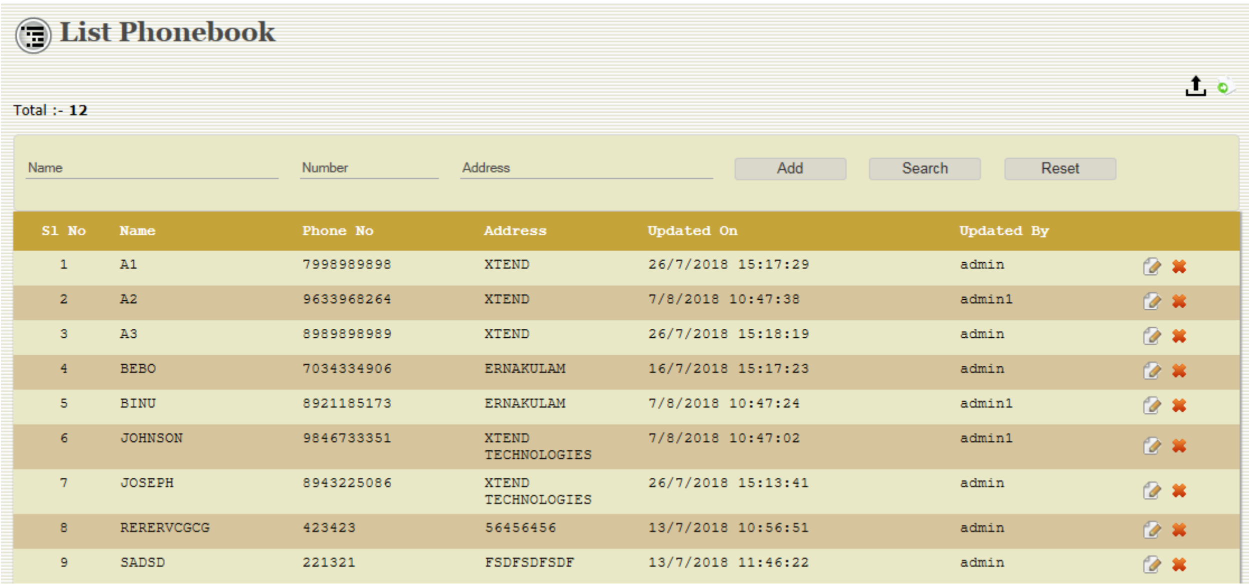
Add Value

| SlNo | Skills | |
|---|---|---|
| 1 | English | |
| 2 | Hindi | |
| 3 | Malayalam | |


Allows to delete the skill values.

### 5.9.1.7. Phonebook

The Phonebook submenu allows the user to add the details like phone number, name and address.

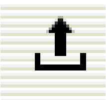

List Phonebook

Total :- 12

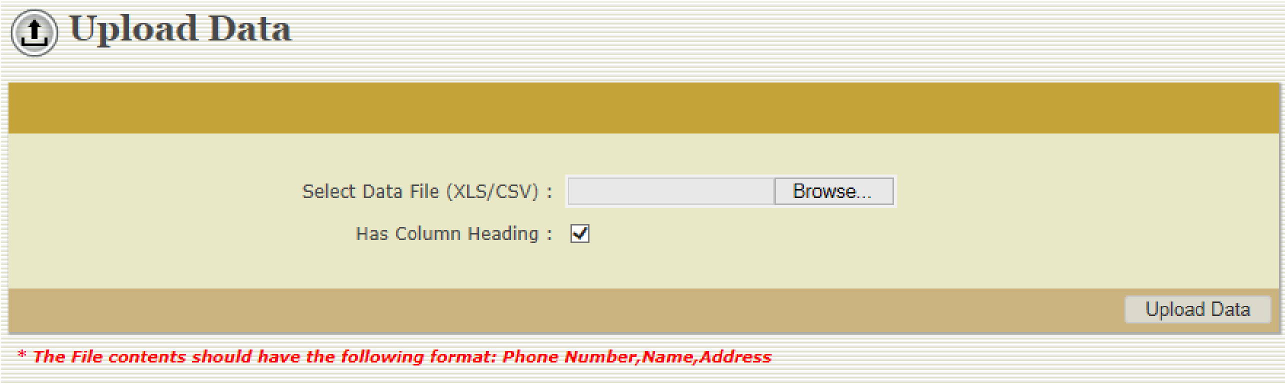
Name | Number | Address | Add | Search | Reset

| Sl No | Name | Phone No | Address | Updated On | Updated By | |
|---|---|---|---|---|---|---|
| 1 | A1 | 7998989898 | XTEND | 26/7/2018 15:17:29 | admin | |
| 2 | A2 | 9633968264 | XTEND | 7/8/2018 10:47:38 | admin1 | |
| 3 | A3 | 8989898989 | XTEND | 26/7/2018 15:18:19 | admin | |
| 4 | BEBO | 7034334906 | ERNAKULAM | 16/7/2018 15:17:23 | admin | |
| 5 | BINU | 8921185173 | ERNAKULAM | 7/8/2018 10:47:24 | admin1 | |
| 6 | JOHNSON | 9846733351 | XTEND TECHNOLOGIES | 7/8/2018 10:47:02 | admin1 | |
| 7 | JOSEPH | 8943225086 | XTEND TECHNOLOGIES | 26/7/2018 15:13:41 | admin | |
| 8 | RERERVCGCG | 423423 | 56456456 | 13/7/2018 10:56:51 | admin | |
| 9 | SADSD | 221321 | FSDFSDFSDF | 13/7/2018 11:46:22 | admin | |

Enter the appropriate Name, Number, Address and click ***Add*** to add the number. The added number should be shown in the list.

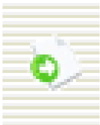

This icon allows to upload the details in XLS/CSV file format.

*Note: The file contents should have the following format: Phone Number, Name and Address.*

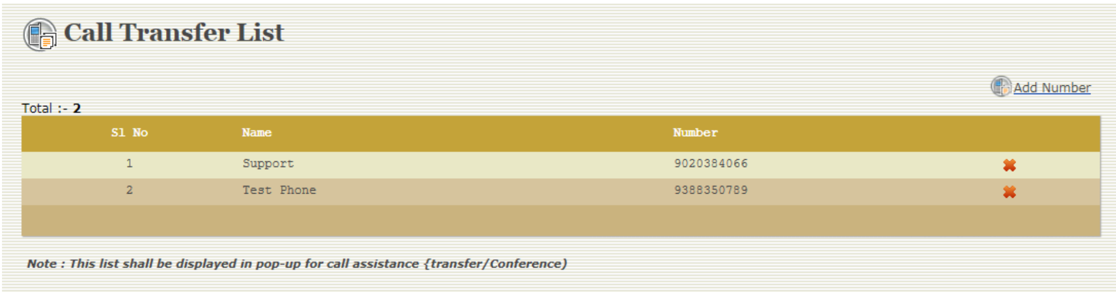



Select **"Choose File"** to browse and select the data file. After the file selection, click **"Upload Data".**

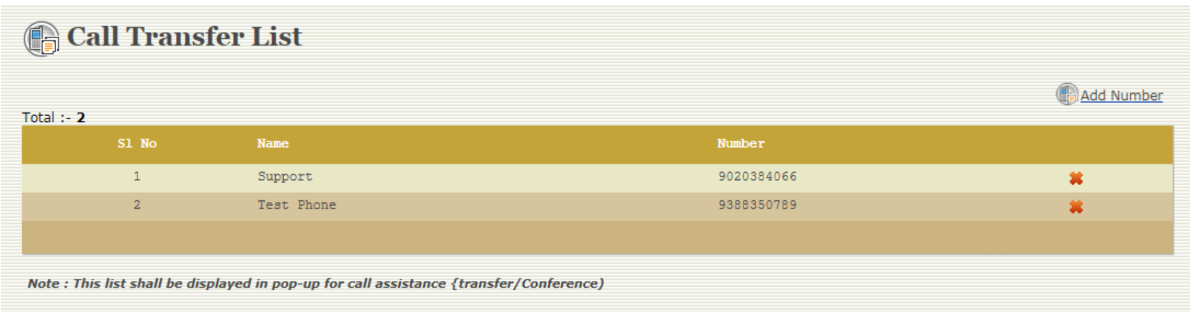
After entering the phone number, name and address, ***Search*** option is available for searching numbers. ***Reset*** option is available to reset the changes made.

Export option allows to export the contact lists.

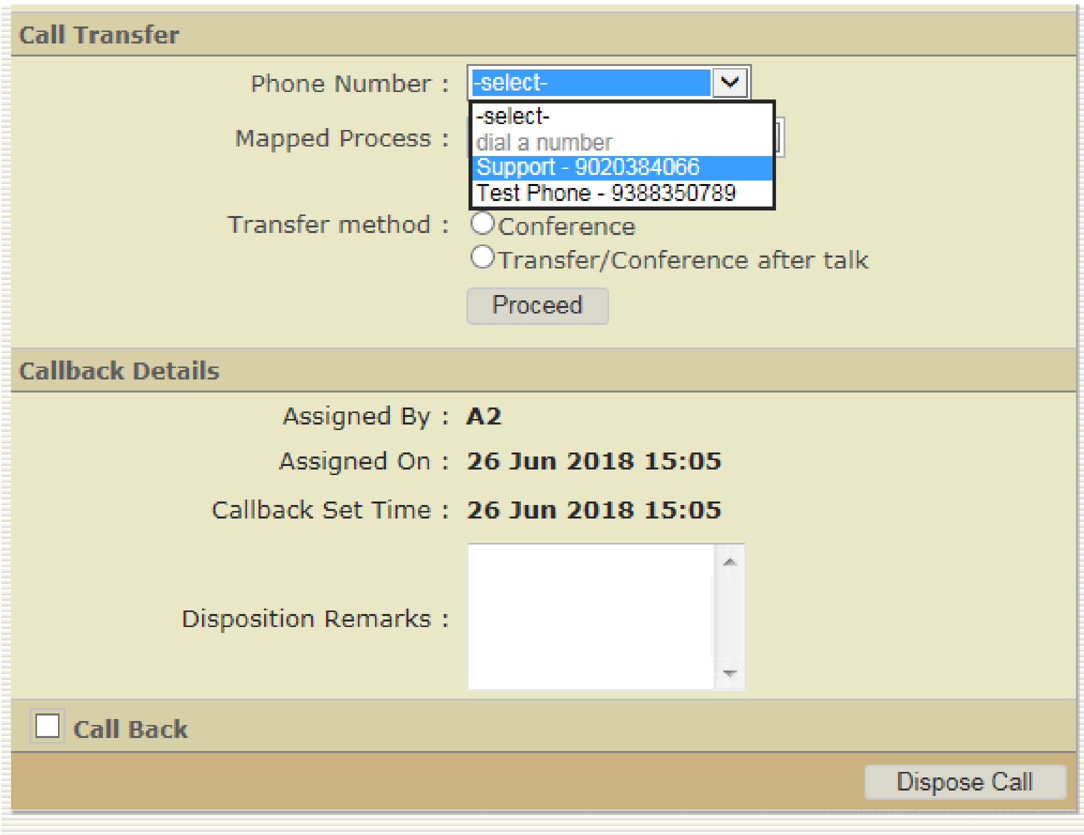
### 5.9.1.8. Call Transfer List




The submenu, Call Transfer List allows to add external number with name for third party call transfer from Xtend Client.



User can select the number from external client popup as shown below.




## 5.10. System Logs

User can review the call center log files to detect errors, refer session information and snoop related details from this menu.

### 5.10.1. System Logs - Submenus

This menu comprises of the following submenus: Error/Info, Session and Snoop. These are briefly explained below:

#### 5.10.1.1. Error/Info


Gives information including errors occurred in the configured Call Center System. The time of error occurred along with relevant error messages are displayed in this submenu.

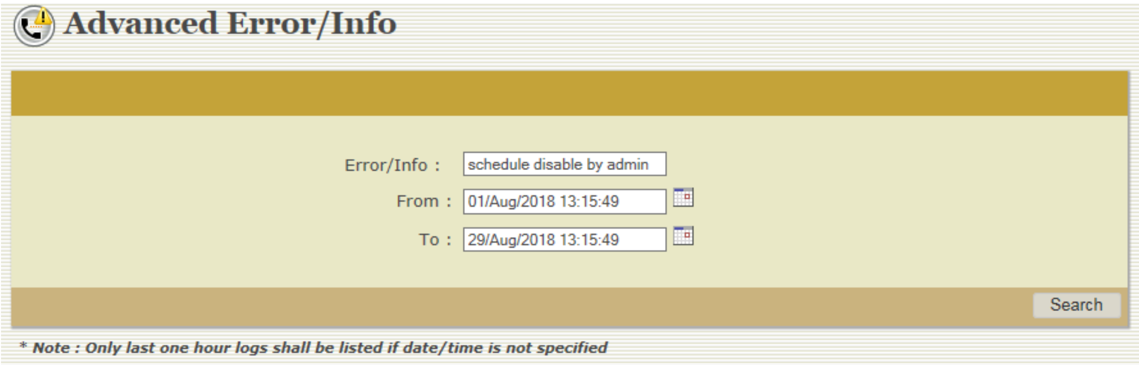
Error/Info

Advanced Search

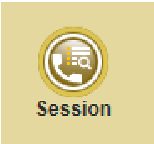
Total : 3944

<table>
<tr><th></th><th>Error Time</th><th>Error/Info</th></tr>
<tr><td>1</td><td>26/6/2018 13:49:24</td><td>HOURLY/DAILYPRODUCTIVITY | EOF exit : admin1</td></tr>
<tr><td>2</td><td>26/6/2018 13:49:24</td><td>HOURLY/DAILYPRODUCTIVITY | started : admin1</td></tr>
<tr><td>3</td><td>26/6/2018 13:49:06</td><td>HOURLY/DAILYPRODUCTIVITY | EOF exit : admin1</td></tr>
<tr><td>4</td><td>26/6/2018 13:49:06</td><td>HOURLY/DAILYPRODUCTIVITY | started : admin1</td></tr>
<tr><td>5</td><td>26/6/2018 13:29:28</td><td>AGENTSUMMARY/OCCUPANCY | ended : admin</td></tr>
<tr><td>6</td><td>26/6/2018 13:29:27</td><td>AGENTSUMMARY/OCCUPANCY | started : admin</td></tr>
<tr><td>7</td><td>26/6/2018 13:26:45</td><td>AGENTSUMMARY/OCCUPANCY | ended : admin</td></tr>
<tr><td>8</td><td>26/6/2018 13:26:45</td><td>AGENTSUMMARY/OCCUPANCY | started : admin</td></tr>
<tr><td>9</td><td>26/6/2018 13:19:39</td><td>ANSWEREDSTATISTICS | EOF exit : admin</td></tr>
<tr><td>10</td><td>26/6/2018 13:19:35</td><td>ANSWEREDSTATISTICS | started : admin</td></tr>
<tr><td>11</td><td>26/6/2018 13:18:47</td><td>ANSWEREDSTATISTICS | EOF exit : admin</td></tr>
<tr><td>12</td><td>26/6/2018 13:18:39</td><td>ANSWEREDSTATISTICS | started : admin</td></tr>
<tr><td>13</td><td>26/6/2018 13:18:33</td><td>HOURLY/DAILYPRODUCTIVITY | EOF exit : admin</td></tr>
<tr><td>14</td><td>26/6/2018 13:18:31</td><td>HOURLY/DAILYPRODUCTIVITY | started : admin</td></tr>
<tr><td>15</td><td>26/6/2018 13:18:01</td><td>HOURLY/DAILYPRODUCTIVITY | EOF exit : admin</td></tr>
<tr><td>16</td><td>26/6/2018 13:17:56</td><td>HOURLY/DAILYPRODUCTIVITY | started : admin</td></tr>
</table>

Click ***Advanced Search*** to trace information on the basis of date range. Enter the search criteria and click ***Search*** to view the report.




### 5.10.1.2. Session



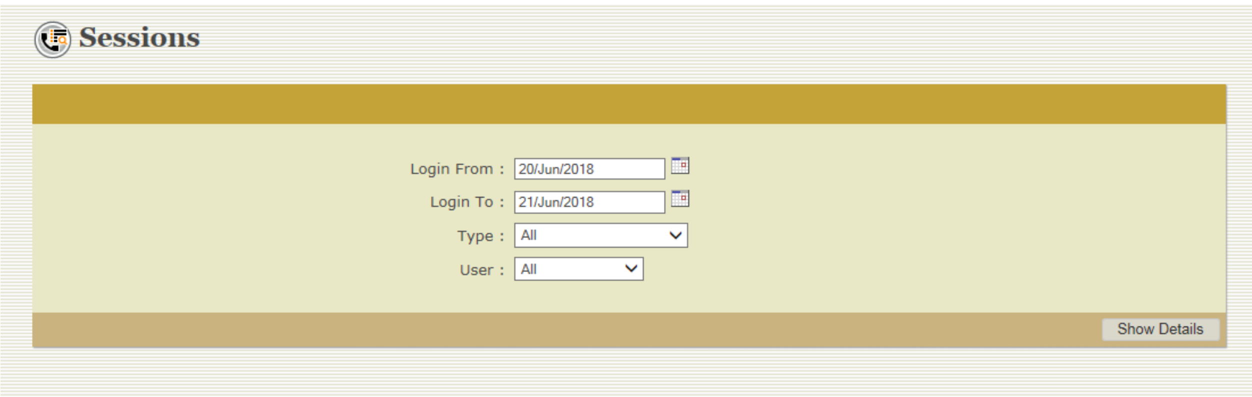

Multiple users can access the browser interface of Xtend Call Center with the allocated administrative rights. Report based on browser access are displayed in the submenu named “Session”. Enter the date range to view the session report. Username, Login Time, Logout Time, Duration, Login IP, Logout Method and Login Types are displayed in the report. Login Types are classified into “Web Login”, “Agent Login”, “Supervisor Login” and “Agent Session (Mobile)”.

1) **Web Session:** Refers to a user logged-in to the Call Center through web interface.

2) **Agent Session:** Refers to an agent logged-in to the Xtend Client application.

3) **Supervisor Session:** Refers to a user logged-in to the Xtend Client with Supervisor's privilege.

4) **Agent Session (Mobile):** Refers to a user logged-in to the Call Center through mobile.

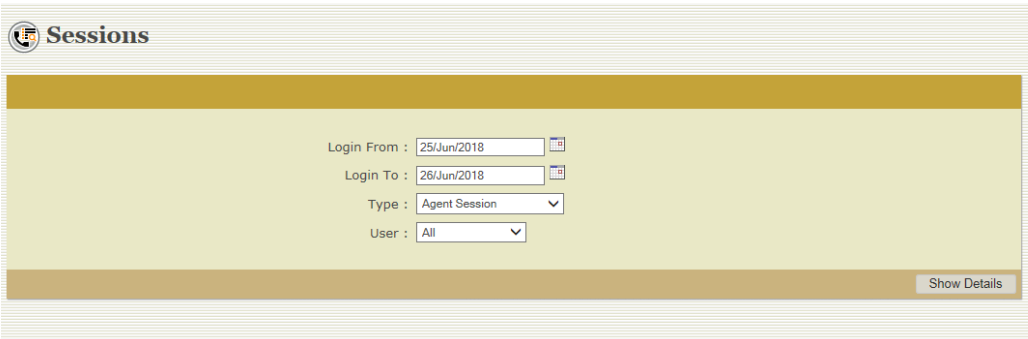


Sessions

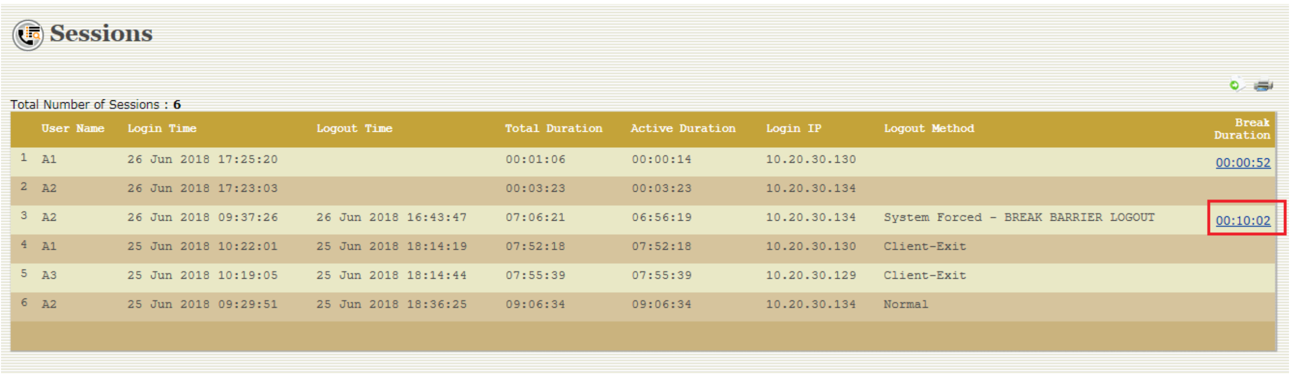
Total Number of Sessions : 185

| | User Name | Login Time | Logout Time | Duration | Login IP | Logout Method | Login Type |
|---|---|---|---|---|---|---|---|
| 1 | ADMIN1 | 21 Jun 2018 18:20:22 | 22 Jun 2018 09:19:07 | 14:58:45 | 10.20.30.134 | Expired | Web Session |
| 2 | A2 | 21 Jun 2018 17:48:34 | 21 Jun 2018 18:33:57 | 00:45:23 | 10.20.30.134 | Normal | Agent Session |
| 3 | ADMIN2 | 21 Jun 2018 17:34:02 | 21 Jun 2018 17:34:13 | 00:00:11 | 10.20.30.5 | Normal | Web Session |
| 4 | ADMIN1 | 21 Jun 2018 17:16:58 | 21 Jun 2018 18:20:22 | 01:03:24 | 10.20.30.134 | Forced | Web Session |
| 5 | A2 | 21 Jun 2018 17:14:32 | 21 Jun 2018 18:20:22 | 01:05:50 | 10.20.30.134 | Expired | Web Session |
| 6 | A1 | 21 Jun 2018 17:12:53 | 21 Jun 2018 17:14:12 | 00:01:19 | 10.20.30.134 | Normal | Web Session |
| 7 | ADMIN1 | 21 Jun 2018 17:08:11 | 21 Jun 2018 17:16:58 | 00:08:47 | 10.20.30.134 | Forced | Web Session |
| 8 | SUPERVISOR1 | 21 Jun 2018 17:05:49 | 21 Jun 2018 18:20:22 | 01:14:33 | 10.20.30.134 | Expired | Web Session |
| 9 | A1 | 21 Jun 2018 17:05:36 | 21 Jun 2018 17:12:53 | 00:07:17 | 10.20.30.134 | Forced | Web Session |
| 10 | DEBUG | 21 Jun 2018 16:34:40 | 21 Jun 2018 17:05:36 | 00:30:56 | 127.0.0.1 | Expired | Web Session |
| 11 | DEBUG | 21 Jun 2018 16:30:53 | 21 Jun 2018 16:34:35 | 00:03:42 | 127.0.0.1 | Normal | Web Session |
| 12 | ADMIN | 21 Jun 2018 16:30:42 | 21 Jun 2018 16:30:45 | 00:00:03 | 127.0.0.1 | Normal | Web Session |
| 13 | A1 | 21 Jun 2018 16:29:57 | 21 Jun 2018 16:30:41 | 00:00:44 | 10.20.30.134 | Expired | Web Session |
| 14 | ADMIN | 21 Jun 2018 16:26:59 | 21 Jun 2018 16:29:57 | 00:02:58 | 127.0.0.1 | Expired | Web Session |
| 15 | ADMIN1 | 21 Jun 2018 16:15:10 | 21 Jun 2018 16:26:58 | 00:11:48 | 10.20.30.134 | Expired | Web Session |

Agent wise search option is possible by choosing the type "Agent Session" from the drop down list.




Report based on "Agent Login" given below shows the **"User Name"**, **"Login Time"**, **"Logout Time"**, **"Total Duration"**, **"Active Duration"**, **"Login IP"**, **"Logout Method"** & **"Break Duration"**.

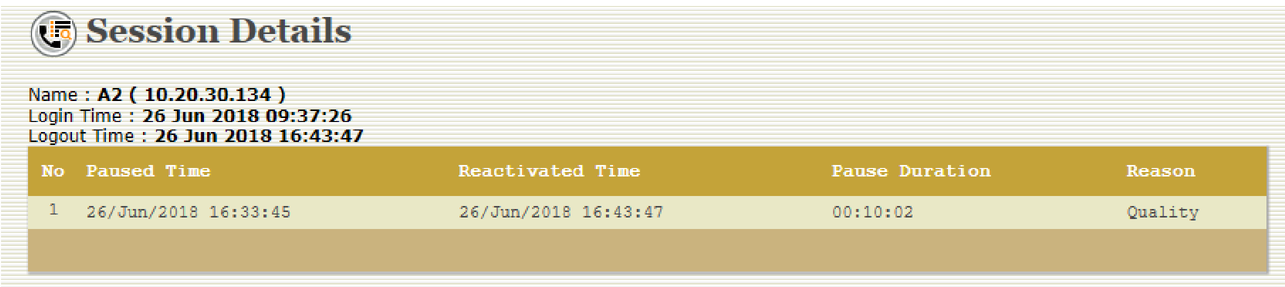


Sessions

Total Number of Sessions : 6

| | User Name | Login Time | Logout Time | Total Duration | Active Duration | Login IP | Logout Method | Break Duration |
|---|---|---|---|---|---|---|---|---|
| 1 | A1 | 26 Jun 2018 17:25:20 | | 00:01:06 | 00:00:14 | 10.20.30.130 | | 00:00:52 |
| 2 | A2 | 26 Jun 2018 17:23:03 | | 00:03:23 | 00:03:23 | 10.20.30.134 | | |
| 3 | A2 | 26 Jun 2018 09:37:26 | 26 Jun 2018 16:43:47 | 07:06:21 | 06:56:19 | 10.20.30.134 | System Forced - BREAK BARRIER LOGOUT | 00:10:02 |
| 4 | A1 | 25 Jun 2018 10:22:01 | 25 Jun 2018 18:14:19 | 07:52:18 | 07:52:18 | 10.20.30.130 | Client-Exit | |
| 5 | A3 | 25 Jun 2018 10:19:05 | 25 Jun 2018 18:14:44 | 07:55:39 | 07:55:39 | 10.20.30.129 | Client-Exit | |
| 6 | A2 | 25 Jun 2018 09:29:51 | 25 Jun 2018 18:36:25 | 09:06:34 | 09:06:34 | 10.20.30.134 | Normal | |

The link highlighted with red rectangular box in the above image allows to know more details on "Break" status of an agent. Details like **"Paused Time"**, **"Reactivated Time"**, **"Pause Duration"** and **"Reason"** as shown in the below figure.



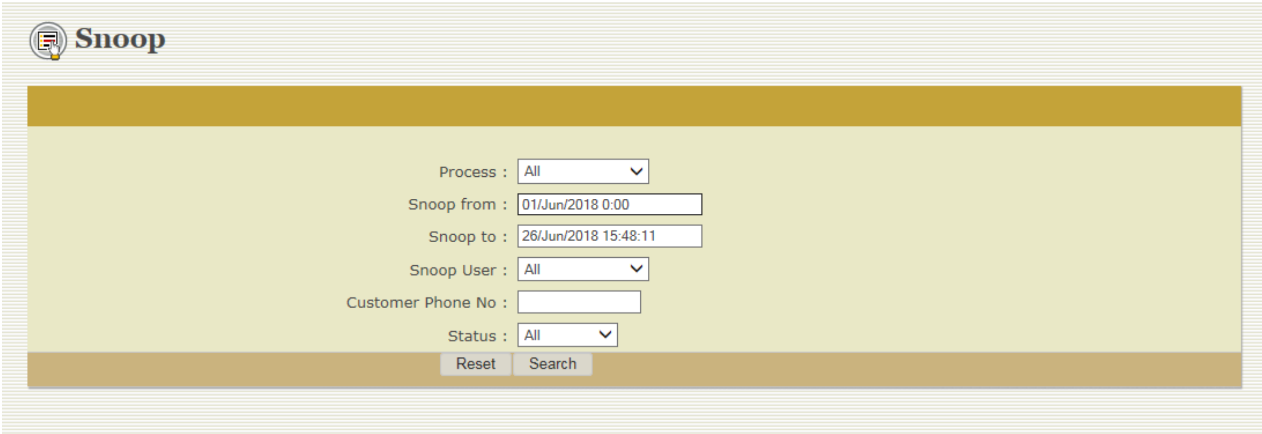
Session Details

Name : **A2 ( 10.20.30.134 )**
Login Time : **26 Jun 2018 09:37:26**
Logout Time : **26 Jun 2018 16:43:47**

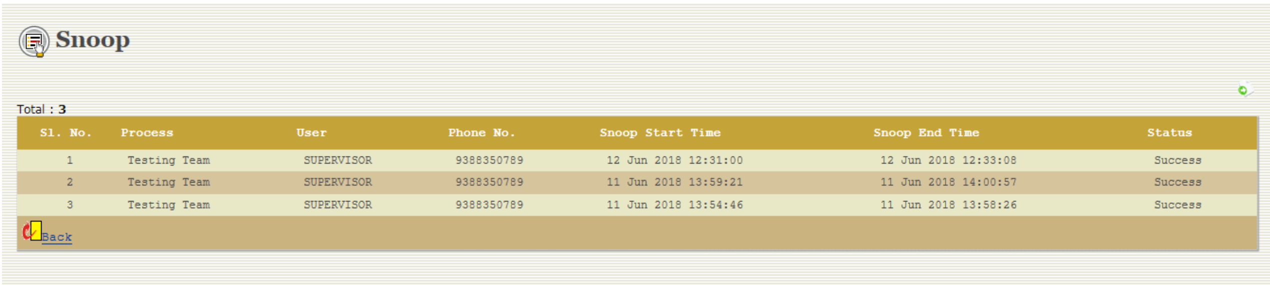
| No | Paused Time | Reactivated Time | Pause Duration | Reason |
|---|---|---|---|---|
| 1 | 26/Jun/2018 16:33:45 | 26/Jun/2018 16:43:47 | 00:10:02 | Quality |

### 5.10.1.3. Snoop


Use this option to search and view the snoop related information. Select **"Process"**, **"Dates"**, **"Snoop User"**, **"Customer Phone No."**, **"Status"** and click ***Search***.




Snoop report appears as shown in the below image.




| Sl. No. | Process | User | Phone No. | Snoop Start Time | Snoop End Time | Status |
|---|---|---|---|---|---|---|
| 1 | Testing Team | SUPERVISOR | 9388350789 | 12 Jun 2018 12:31:00 | 12 Jun 2018 12:33:08 | Success |
| 2 | Testing Team | SUPERVISOR | 9388350789 | 11 Jun 2018 13:59:21 | 11 Jun 2018 14:00:57 | Success |
| 3 | Testing Team | SUPERVISOR | 9388350789 | 11 Jun 2018 13:54:46 | 11 Jun 2018 13:58:26 | Success |

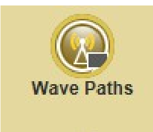
## 5.11. Configuration

This menu is used for configuring (or setting) the Xtend Call Center System. The configuration of Wave Paths, Backup Wave Paths, Devices, Trunks, General Settings and IP Mapping are done during installation based on the requirements.

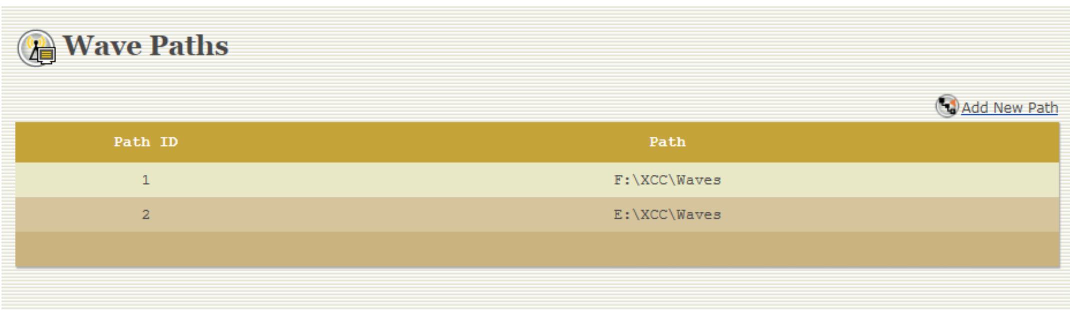
### 5.11.1. Configuration - Submenus

This menu comprises of the following submenus: Wave Paths, Backup Wave Paths, Devices, Trunks, General Settings and IP Mapping. These are briefly explained below:

#### 5.11.1.1. Wave Paths

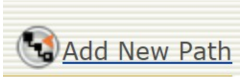



Shows the list of wave paths used for saving the recorded wave files.

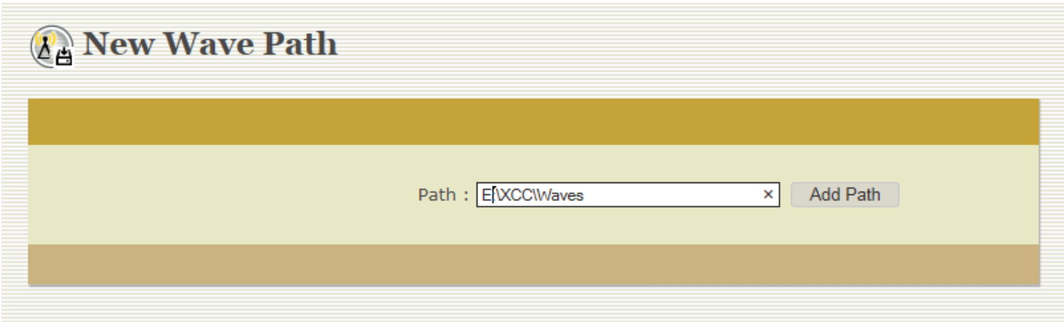



| Path ID | Path |
|---|---|
| 1 | F:\XCC\Waves |
| 2 | E:\XCC\Waves |

**Wave Paths - Related Icons**

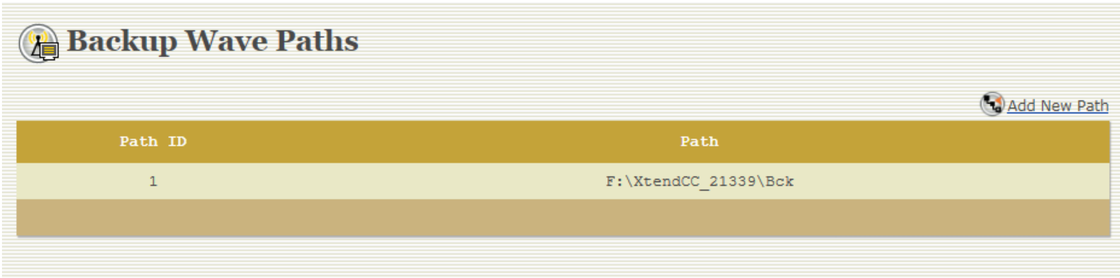



Click on this icon to add a new wave path. To add, enter the path and click ***Add Path***.




### 5.11.1.2. Backup Wave Paths


Allows to add new backup wave path. Also, shows the details of the wave path that were used to backup the recorded wave files in addition to the newly created wave path.



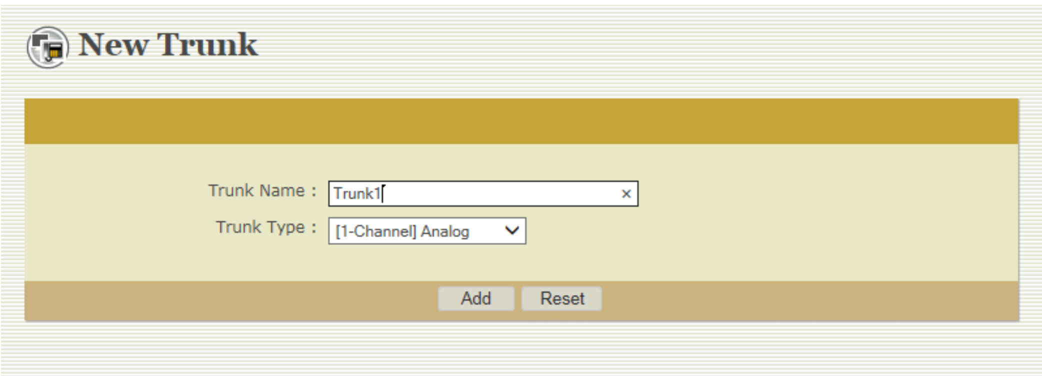

### 5.11.1.3. Devices

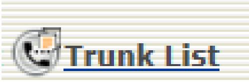

Refer ***Section 3. Device Configuration*** explained earlier to understand this menu.

### 5.11.1.4. Trunks

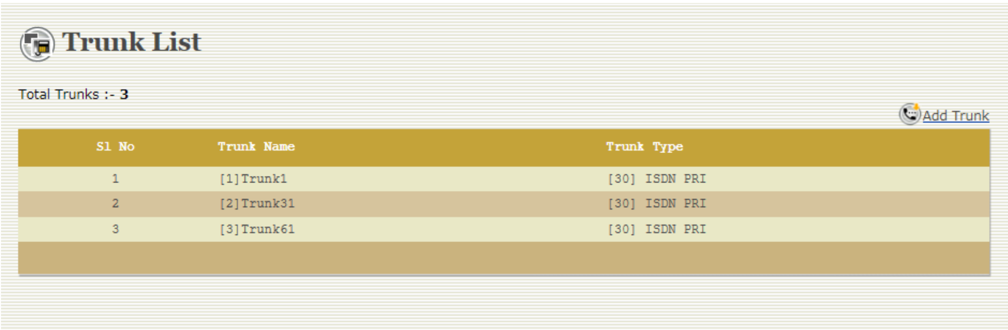

Shows details of the trunks that are in active/inactive state. The user can add new trunks and view the existing trunks.


Allows to add a new trunk. Specify the trunk name and select the trunk type from the list and click ***Add*** to create new trunk.

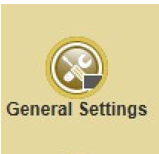




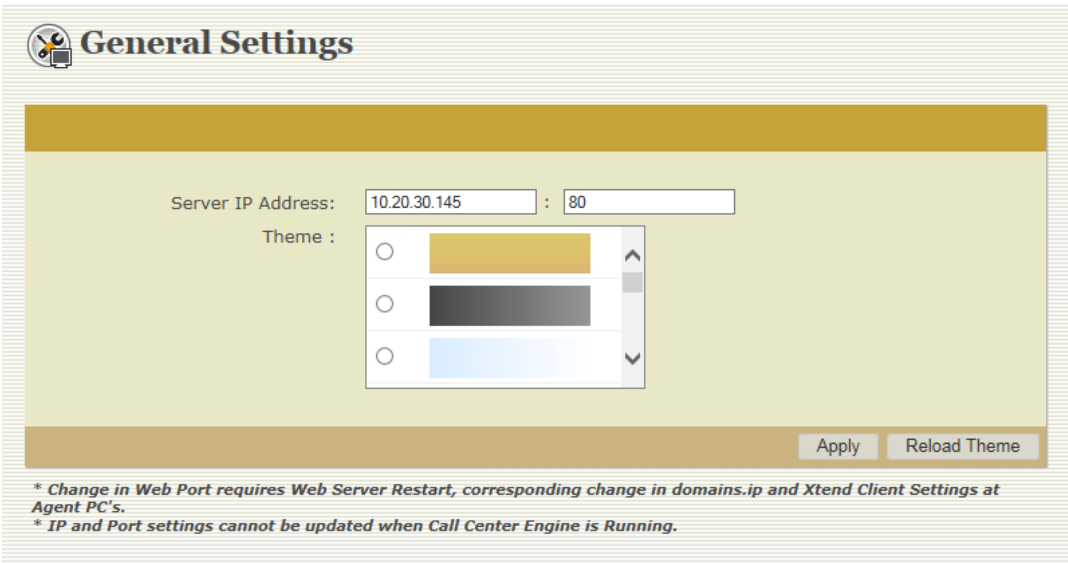

View the list of configured trunks, the displayed information include **"Trunk Name"** and **"Trunk Type"**. The total count of trunks appear below the listed trunks.

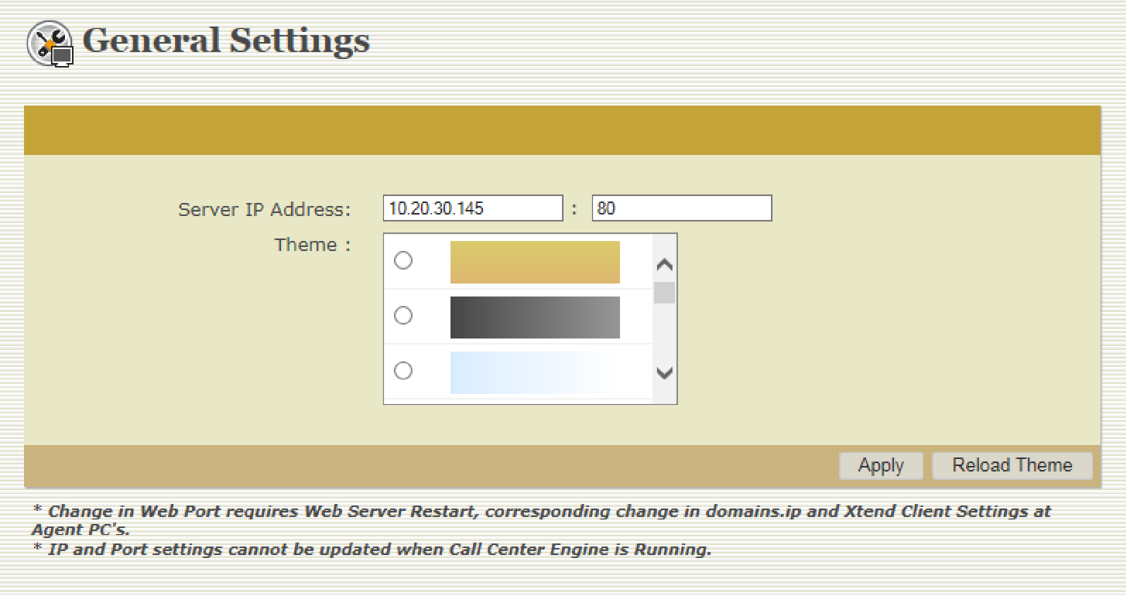

### 5.11.1.5. General Settings




This option permits to update the Server IP Address and the respective port and also allows to change the theme of the interface as per requirement.



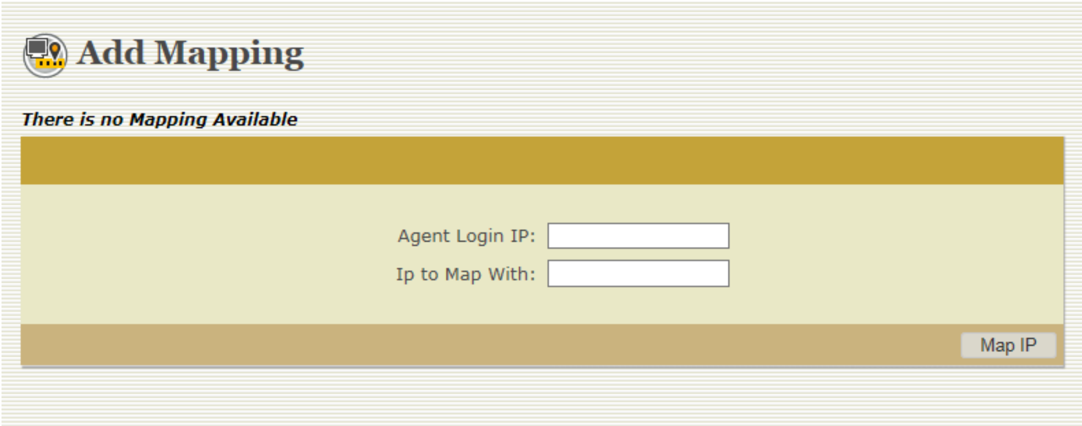

Here, we have an option to change the theme from a given set of options. Select the required theme option and click ***Apply*** and then click ***Reload Theme*** so as to make the change.




The change in the web port requires restarting the web server and the corresponding change in Xtend Client Settings in Agent's PC. Note that the settings cannot be updated when Xtend Call Center engine is running.

### 5.11.1.6. IP Mapping


This submenu is for mapping an agent's Login IP address with the used IP hard phone. Enter the **"Agent Login IP"** and **"IP to Map With"** and click ***Map IP*** to complete.




In this scenario, when an incoming call arrives, an agent will get the popup, here the call will be routed to the IP-based hard phone (i.e. the Mapped IP) instead of soft phone.

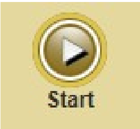
## 5.12. Manage Device

This menu will help the user to Start and Stop the Xtend Call Center System at any time from the browser interface.

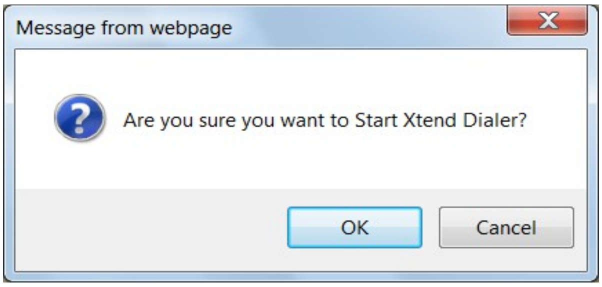
### 5.12.1. Manage Device - Submenus

This menu comprises of the following submenus: Start and Shutdown. These are briefly explained below:

#### 5.12.1.1. Start

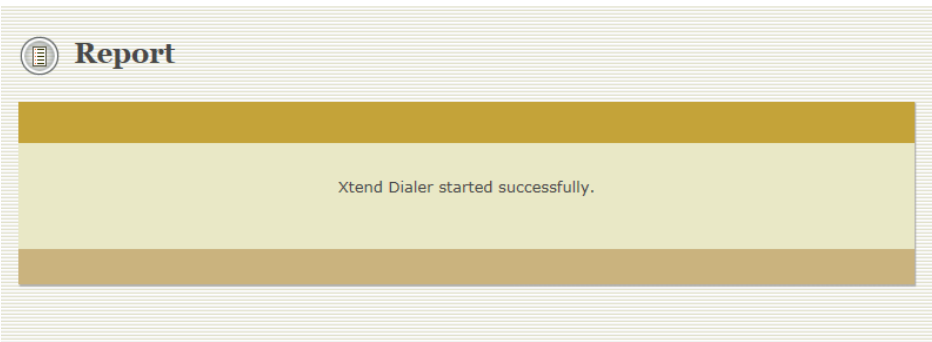



This option allows to enable the Xtend Call Center System. Click ***Start*** and select ***Yes***.


Click ***OK*** to confirm.

Message appears as "Xtend Dialer started successfully".



### 5.12.1.2. Shutdown


This option allows to disable the Xtend Call Center System. Click ***Shutdown*** and select ***Yes*** to confirm.


This user manual is intended to familiarise the user with the different options present in the browser interface of Xtend Call Center Solutions. The features and screenshots shown here may vary depending on the latest software release.

*Disclaimer: All other trademarks are the property of their respective owners.*

## 6. Contact Us



***Regional Office for South Central Asia:***

**Xtend Technologies (P) Ltd.,**
Blue Hill, Kalathiparambil Cross Road, Ernakulam South,
Kochi-682016, Kerala, India,
Phone: +91-484-2378008, +91-9388686080,
E-mail: sales@xtendtech.com, Web: www.xtendtech.com

***Regional Office for South East Asia:***

**Xtend Technologies Pte Ltd.,**
21, Bukit Batok Crescent, #13-76, Wcega Tower,
Singapore-658065, Phone: +65-67797972,
E-mail: sales@xtendtech.com.sg, Web: www.xtendtech.com.sg

***Regional Office for Middle East:***

**Xtend Technologies LLC**
P.O. Box No. 83939, M-10, Shaikh Hilal Al Nehayan Bldg, Hor Al Anz,
Dubai, UAE, Phone: +971-4-2545081,
E-mail: sales@xtendtech.ae, Web: www.xtendtech.ae